



MGT501- Human Resource Management
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FINALTERM EXAMINATION
Spring 2010
MGT501- Human Resource Management
Solved by vuZs Team
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Time: 90 min

Question No: 1 (Marks: 1) - Please choose one

After becoming the part of a group some individuals become free rider i.e. they stop performing within the group & shift their work load on others is called _____.

- ▶ People demographics
- ▶ Synergy
- ▶ **Workforce diversity**
- ▶ Process loss

Question No: 2 (Marks: 1) - Please choose one

A _____ is a mature group with highly interdependent members who are highly committed to a common goal.

- ▶ Organization
- ▶ Union
- ▶ **Team**
- ▶ Informal group

Question No: 3 (Marks: 1) - Please choose one

By what means, organizations show concerns for their employees and earn their commitment?

- ▶ Solely ensuring job security of employees

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► **Provide career development opportunities**

- Promise after retirement incentives only
- Offer stock options limited to senior employees

Question No: 4 (Marks: 1) - Please choose one

According to which of the following methods, jobs are grouped by total points scored and assigned to particular wage/salary grades so that similarly rated jobs would be placed in the same wage/salary grade?

- Ranking method
- Factor comparison method
- Classification method
- **Point factor method**

Reference

Question No: 5 (Marks: 1) - Please choose one

If a performance appraisal focuses on an employee's quality and quantity of work, then the performance appraisal is focused on measuring _____.

- **Generic dimensions of performance**
- Performance of actual duties
- Employee competency
- Achievement of objectives

Reference

Question No: 6 (Marks: 1) - Please choose one

Which one of the following is NOT the advantage of Workforce Diversity?

- Increased creativity and flexibility
- **Decreased problem-solving skills**
- Multiple perspectives
- Greater openness to new ideas

Question No: 7 (Marks: 1) - Please choose one

Human resource management activities relevant to large business organizations are:

- Little specialized of HR functions
- **Performed under a separate department**
- All performed by HR manager
- Are ambiguous and complicated

Reference

Question No: 8 (Marks: 1) - Please choose one

Which one of the following is a common drawback of conducting interviews?

- Chances of misinterpretation of the information by the job analyst
- Inquiring about the physical demands and health & safety conditions
- **Time consuming to schedule and conduct large number of interviews**
- Involves all the people working within the organization

Question No: 9 (Marks: 1) - Please choose one

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'Actual situation – desired situation = problem discrepancy', which of the following term signifies this equation?

► **Gap analysis**

- Organizational analysis
- Task analysis
- Person analysis

"Performance gap" refers to the distance between the current situation and the desired situation, or the goal.

Question No: 10 (Marks: 1) - Please choose one

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

- Task analysis
- Organizational analysis
- Person analysis
- **Management analysis**

Reference

Question No: 11 (Marks: 1) - Please choose one

Shehzad planed to retire from his company because he would get a better package after 30 years of service. However, according to him without a job it would be difficult for him to spend time so he may consider other options. What do you suggest for him?

- Explanation of social security benefits
- **Pursue career outside the company**
- Counseling to utilize leisure time
- All of the given options

Question No: 12 (Marks: 1) - Please choose one

The basis for promotion will typically be competence rather than seniority when:

- Team cohesiveness is important
- **Company is promoting competition**
- Union agreements are involved
- Organization is Legaly bound by government

Question No: 13 (Marks: 1) - Please choose one

Which of the following is most popular technique for appraising employee performance?

- Alternation ranking
- **Graphic rating scale**
- Management by objective
- Paired comparison

Reference

Question No: 14 (Marks: 1) - Please choose one

Which of the following is one of the disadvantages related to "Factor Comparison Method"?

- Fixed compensable factors may lead to faulty results

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► **More value can be assigned to factors than job's actual worth**

- Useless for managerial jobs with subjective criteria
- Not useful when jobs are different from each other

Reference

Question No: 15 (Marks: 1) - Please choose one

Employee rewards like health & life insurance, pensions, time-off with pay, child care facilities etc. are all referred to:

- Variable pay
- **Fringe benefit**
- Monthly salary
- Annual bonus

Fringe benefits commonly include health insurance, group term life coverage, education reimbursement, childcare and assistance reimbursement, cafeteria plans, employee discounts, personal use of a company owned vehicle and other similar benefits.

Question No: 16 (Marks: 1) - Please choose one

Which of the following is an example of 'Family-oriented benefits'?

- Offered share in company's stocks
- Limited & flexible working hours
- **Availability of child & elder care centres**
- Equal career growth opportunities

Question No: 17 (Marks: 1) - Please choose one

As a CEO of a pharmaceutical firm, what could be your foremost preference while offering benefits to employees?

- Shorter working hours
- Child care centers
- **Medical allowances**
- Transportation facilities

Question No: 18 (Marks: 1) - Please choose one

A power base that depends on fear comes under which of the following category of power?

- Reward power
- **Coercive power**
- Referent power
- Legitimate power

Coercive Power: coercive power, based on a person's ability to punish.

Question No: 19 (Marks: 1) - Please choose one

If the political behavior is motivated by self-serving interests without taking into account the goals of the organization, the move would be considered as:

- Ethical
- Neutral
- **Unethical**

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- ▶ Intense

Question No: 20 (Marks: 1) - Please choose one

In the negotiation process, bargaining issues like wages, working hours, terms & conditions of employment etc. all comes under:

- ▶ Labor issues
- ▶ **Mandatory issues**
- ▶ Permissive issues
- ▶ Prohibited issues

Mandatory Bargaining Issues—Fall within the definition of wages, hours, and other terms and conditions of employment.

Question No: 21 (Marks: 1) - Please choose one

The document having 'terms & conditions of employment' gets signed by the employee at the time of joining to:

- ▶ Review terms on regular basis
- ▶ Maintain employee database
- ▶ Satisfy the top management
- ▶ **Get employee's written approval**

Question No: 22 (Marks: 1) - Please choose one

The CEO has appointed Amjad to lead the current project as he has the talent to handle critical situations with an ease which enhances the followers' morale as well. He is said to be a successful leader as per:

- ▶ **Leadership Theory**
- ▶ Trait Theory
- ▶ Behavioral Theory
- ▶ Motivational Theory

Question No: 23 (Marks: 1) - Please choose one

Usually it is observed that after becoming the team's captain the player's own performance declines. What could be the reason behind it?

- ▶ **Unable to handle extra pressure**
- ▶ Absence of task related knowledge
- ▶ Lack of high energy level
- ▶ Imposed on a team by management

Question No: 24 (Marks: 1) - Please choose one

Ali is aware of all the possible sales trends prevailing in the market, he is said to be a successful leader because:

- ▶ He is intelligent enough to anticipate
- ▶ He is quite self confident
- ▶ He has dominance over others
- ▶ **He possesses in depth task related knowledge**

Question No: 25 (Marks: 1) - Please choose one

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If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:

- ▶ Be exceeded
- ▶ Remain the same
- ▶ Become invisible
- ▶ **Be reduced**

Question No: 26 (Marks: 1) - Please choose one

Which of the following component of attitude represents a person's opinions, knowledge, and information?

- ▶ Affective component
- ▶ **Cognitive component**
- ▶ Behavioral component
- ▶ Objective component

[Reference](#)

Question No: 27 (Marks: 1) - Please choose one

The analysis conducted by an organization to investigate the composition of a community from where organization recruits its workforce, facilitates:

- ▶ Legal compliance
- ▶ Equal employment opportunity
- ▶ Civil rights
- ▶ **Affirmative action**

[Reference](#)

Question No: 28 (Marks: 1) - Please choose one

Which of the following relatively tends to earn the highest total compensation from the parent company?

- ▶ **Local country nationals**
- ▶ Host country nationals
- ▶ Third country nationals
- ▶ Expatriates

[Reference](#)

Question No: 29 (Marks: 1) - Please choose one

A career-path method, that recognizes that a technical specialists should be allowed to contribute their expertise to a company without becoming managers is known as;

- ▶ Traditional Career Path
- ▶ Network Career Path
- ▶ Lateral Skill Path
- ▶ **Dual-Career Path**

Dual-Career Path— A career-path method, that recognizes that technical specialists can and should be allowed to continue to contribute their expertise to a company without having to become managers.

Question No: 30 (Marks: 1) - Please choose one

While setting objectives of Effective Compensation Management, which of the following is not included in 'the big three'?

- ▶ Attract qualified employment applicants
- ▶ Retain qualified employees, while discouraging retention of low performing
- ▶ **Rotate employees within the organization to keep them active**
- ▶ Motivate employee's behavior toward organization objective

PPT slide of lecture no.28

Question No: 31 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Interesting work
- ▶ **Pay incentives**
- ▶ Promotion opportunities
- ▶ Working conditions

Intrinsic Rewards: Recognition, Promotion Opportunities, Working Conditions, Interesting Work.(PPT slide lecture 28)

Question No: 32 (Marks: 1) - Please choose one

ESOP stands for which of the following option?

- ▶ **Employee Stock Option Plan**
- ▶ Employee Stake Option Plan
- ▶ Employee Stress Option Plan
- ▶ Employee Strategically Option Plan

Question No: 33 (Marks: 1) - Please choose one

The composition of managers' experience, skills, abilities, and knowledge represents which type of power?

- ▶ Rewarded power
- ▶ **Expert power**
- ▶ Referent power
- ▶ Legitimate power

Expert power: Expert power is based on personal expertise and knowledge.

Question No: 34 (Marks: 1) - Please choose one

Chairperson, treasury and secretary are examples of which of the following types of roles recognized by group?

- ▶ **Formal role**
- ▶ Informal role
- ▶ Situational role
- ▶ Explorer role

Question No: 35 (Marks: 1) - Please choose one

Why the structure of human resource department is considered flat in small and medium organizations?

- ▶ The HR functions are performed by the president/manager

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- ▶ Separate sections are often created to perform human resource functions
- ▶ Each human resource function may have a supervisor & staff
- ▶ **None of the above given options**

Reference

Question No: 36 (Marks: 1) - Please choose one

Which of the following element(s) is/are required in developing strategic human resource management within an organization?

- ▶ Internally transforming HR staff and structure
- ▶ Linking HR practices to the business strategy
- ▶ Focusing on the values of the human capital pool
- ▶ **All of the given option**

Essentials of SHRM

- * Internally transforming HR staff and structure
- * Enhancing administrative efficiency
- * Integrating HR into the strategic planning process
- * Linking HR practices to business strategy and one another.
- * Developing a partnership with line management
- * Focusing on the bottom-line impact of HR and measuring that impact.

Question No: 37 (Marks: 1) - Please choose one

Which statement accurately reflects the current state of job analysis in most organizations today?

- ▶ Job analysis is performed by senior human resource professionals
- ▶ **Job analysis affects most human resource management activities**
- ▶ Job analysis is used to assist only training and development program
- ▶ Job analysis is developed from the human resource inventory

Reference: Job analyses provide the foundation for most human resource management activities.

Question No: 38 (Marks: 1) - Please choose one

Interviews are most valuable for assessing a candidate's which of the following skills?

- ▶ Applied level of mental skills
- ▶ Level of conscientiousness
- ▶ Interpersonal skills
- ▶ **All of the given options**

Question No: 39 (Marks: 1) - Please choose one

Telenore Pakistan gives a mobile set to each of its employees after completing one year on the job. Which of the following kind of reward is offered by the organization?

- ▶ Intrinsic reward
- ▶ **Extrinsic reward**
- ▶ Pay-for-performance
- ▶ Competency- based reward

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Question No: 40 (Marks: 1) - Please choose one

Which of the following is NOT a physical symptom of stress?

- ▶ Headaches
- ▶ Digestive problem
- ▶ **Frustration**
- ▶ High blood pressure

Rationale: Frustration is behavioral symptom. See lesson no.33

Question No: 41 (Marks: 1) - Please choose one

All of the following organizational characteristics can be substitutes for leadership EXCEPT

- ▶ Clear formalized tasks
- ▶ Mechanistic rules and procedures
- ▶ Unified work groups
- ▶ Mentor relationships

All of the given options

Reference

Question No: 42 (Marks: 1) - Please choose one

Which of the following dimension of trust is identified by exhibiting characteristics of willingness to protect and save face for a person?

- ▶ Uniformity
- ▶ Consistency
- ▶ Competence

▶ **Loyalty**

Reference

Question No: 43 (Marks: 1) - Please choose one

The characteristics of willingness to share ideas and information freely make up which of the following dimension of trust?

- ▶ Competence
- ▶ Consistency
- ▶ **Openness**
- ▶ Loyalty

Question No: 44 (Marks: 1) - Please choose one

Mr. Yoong is a Chinese executive working in Zong Telecom Pakistan, a China based telecommunication company. Mr. Yoong is therefore be classified as a/an:

- ▶ Guest-country national
- ▶ Host-country national
- ▶ **Expatriate**
- ▶ Third-country national

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Question No: 45 (Marks: 1) - Please choose one

The aspect of organizational culture that an employee can NOT see is:

- ▶ What motivates people
- ▶ Tempo of work
- ▶ **Attitude toward authority**
- ▶ All of the given options

Question No: 46 (Marks: 1) - Please choose one

If management decides to move workers who are not showing satisfactory performance to lower level of duties and responsibilities along with reduction in pay then it is called:

▶ **Demotion**

- ▶ Layoff
- ▶ Downsizing
- ▶ Termination

Question No: 47 (Marks: 1) - Please choose one

Which of the following given statement is most appropriate regarding employee access to their employment history files?

▶ **Employee can demand to immediately see their file whenever they want**

- ▶ An employee may have access to file on a 24 hour turnaround time
- ▶ An employee may have access to file on giving one month prior application
- ▶ An employee may have no access to his employment history file

Question No: 48 (Marks: 1) - Please choose one

Which of the following is NOT considered to be a power tactic?

▶ Consultation

▶ **Substitution**

- ▶ Rational persuasion
- ▶ Coalition

Reference

Question No: 49 (Marks: 3)

What measures can be taken to build a healthy work environment?

ANS:

Many accidents take place at the workplace due to the negligence of workers. Many of these accidents can be avoided by simply following some safety measures and precautions during work. Some of the safety measures which can be adopted at the workplace are related to hearing safety, construction safety, respiratory protection and general safety.

General safety measures:

Using gloves, masks, eye and hearing protectors, careful handling of machines, wearing proper fit clothes at the time of working help in the safety of people working in the factories and offices.

Question No: 50 (Marks: 3)

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Why groups' formation is important for an organization?

ANS:

To work together for mutual social and economic benefit.

There are many factors for group formation in organization if important for all employees:

- Psychological Factors
- Social Factors
- Security Factors
- Economic Factors
- Cultural Factors

Question No: 51 (Marks: 5)

Comment on the statement, "Today's organizations must be able to satisfy the diverse benefit needs of their employees".

Question No: 52 (Marks: 5)

What is Burnout? How organizational policies and unrealistic goals can cause Burnout among the employees.

ANS:

Burnout::

It is the condition when working in highly stressed, excessive work and general unbalance lifestyle, when then people feel that they are working a lot with little reward.

Policies:

- Unbalance distribution of rights
- No rewards on good work
- Unhappy environment among employees

Question No: 53 (Marks: 5)

"Political activity is probably more a function of the organization's characteristics than of individual difference variables". Support this statement by identifying the factors that lead towards organizational politics.

FINAL TERM EXAMINATION

Spring 2010

MGT501- Human Resource Management

Solved By vuZs Team

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Time: 90 min

Marks: 69

Question No: 1 (Marks: 1) - Please choose one

Jobs are compensated on the basis of:

- ▶ Job analysis
- ▶ Job specification
- ▶ Job worth

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► **Job description**

Well-developed job descriptions are an important component of an organization's compensation plan. You need accurate and current job descriptions to develop an equitable base pay program, as well as to support your recruiting, retention, promotion, and performance efforts.

Question No: 2 (Marks: 1) - Please choose one

The ability to think about abstract & complex situations is referred to as:

- Mechanical skill
- Technical skill
- Interpersonal skill

► **Conceptual skill**

Question No: 3 (Marks: 1) - Please choose one

A company is hiring new entrants as well as some experienced people for its upcoming project, therefore, it is said to be:

- Advancing in technology
- Globalizing its operations
- Responding to frequent changes

► **Enhancing workforce diversity**

Question No: 4 (Marks: 1) - Please choose one

HR generalist is involved in:

► **Performing all or few (more than one) HR functions**

- Performing a single focused HR function
- Providing orientation to employees only
- Designing special compensation packages for female employees

Generalists are people who perform tasks in a wide variety of human resource-related areas. The generalist is involved in several, or all, of the human resource management functions.

Question No: 5 (Marks: 1) - Please choose one

_____ team allows groups to meet without concern for space or time and enables organizations to link workers together.

- Process

- ▶ Self-managed
- ▶ **Virtual**
- ▶ Cross-functional

Question No: 6 (Marks: 1) - Please choose one

A new circular was issued by the top management of the organization to conduct performance appraisal of each employee after completion of one year of his/her service, which term best describes the above situation?

- ▶ Project based method
- ▶ Focal point method
- ▶ **Anniversary method**
- ▶ Base timings method

In the anniversary method of performance appraisal, performance appraisal is conducted on the completion of one year of employees in organization.

Question No: 7 (Marks: 1) - Please choose one

When supervisors are indulged in identifying the subordinates' performance deficiencies & provide suggestions for improvements , the process is said to be:

- ▶ Strategic performance appraisal
- ▶ Organizational development
- ▶ Upward feedback
- ▶ **Downward feedback**

Question No: 8 (Marks: 1) - Please choose one

If a performance appraisal focuses on an employee's quality and quantity of work, then the performance appraisal is focused on measuring ____.

- ▶ **Generic dimensions of performance**
- ▶ Performance of actual duties
- ▶ Employee competency
- ▶ Achievement of objectives

Reference

Question No: 9 (Marks: 1) - Please choose one

Which of the following could result in a legally questionable appraisal process?

- ▶ Conduct job analysis to establish criteria for successful performance
- ▶ **Base appraisals on subjective supervisory observations**
- ▶ Administer and score appraisals in a uniform manner
- ▶ Use clearly defined job performance dimensions

Reference

Question No: 10 (Marks: 1) - Please choose one

All of the following are examples of upward communication, EXCEPT:

- ▶ Routine staff meetings of general manager with the supervisors
- ▶ **Routine discussion meetings between employee groups**

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- ▶ Routine meetings of supervisors with the employees
- ▶ Routine meetings of general manager with the non-supervisory employees

Question No: 11 (Marks: 1) - Please choose one

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

- ▶ In-basket technique
- ▶ **Role playing**
- ▶ Interview simulations
- ▶ Case study

• **Role playing**

A Training method in which participants are required to respond to specific problems they may actually encounter in their jobs.

Question No: 12 (Marks: 1) - Please choose one

Which of the following is said to be an output of an organization?

- ▶ Human resource
- ▶ Physical assets
- ▶ **Goods & services**
- ▶ Financial reserves

Question No: 13 (Marks: 1) - Please choose one

Which of the following helps an organization in defining and measuring the progress towards goal achievement?

- ▶ **Key performance indicator**
- ▶ Adoption to legal compliance
- ▶ Strong compensation system
- ▶ Employee career planning

Key Performance Indicators, also known as KPI or Key Success Indicators (KSI), help an organization define and measure progress toward organizational goals.

Question No: 14 (Marks: 1) - Please choose one

Which performance appraisal technique lists the traits and a range of performance?

- ▶ Paired comparison
- ▶ Management by objective
- ▶ Alternation ranking
- ▶ **Graphic rating scale**

Graphic Rating Scale A scale that lists a number of traits and a range of performance for each. The employee is then rated by identifying the score that best describes his or her performance for each trait.

Question No: 15 (Marks: 1) - Please choose one

Which is considered to be the simplest method for job evaluation?

- ▶ Classification method
- ▶ Factor comparison method

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- ▶ Point factor method

- ▶ **Ranking method**

Reference

Question No: 16 (Marks: 1) - Please choose one

Under which of the following methods of jobs evaluation, jobs are arranged in an order?

- ▶ **Ranking method**

- ▶ Classification method
- ▶ Factor comparison method
- ▶ Point factor method

Reference

Question No: 17 (Marks: 1) - Please choose one

Which of the following is NOT included in direct financial payments?

- ▶ Wages
- ▶ Insurance
- ▶ Commissions

- ▶ **Incentives**

Question No: 18 (Marks: 1) - Please choose one

Employee rewards like health & life insurance, pensions, time-off with pay, child care facilities etc. are all referred to:

- ▶ Variable pay
- ▶ **Fringe benefit**
- ▶ Monthly salary
- ▶ Annual bonus

Fringe Benefits:

A collection of various benefits provided by an employer, which are exempt from taxation as long as certain conditions are met. Fringe benefits commonly include health insurance, group term life coverage, education reimbursement, childcare and assistance reimbursement, cafeteria plans, employee discounts, personal use of a company owned vehicle and other similar benefits.

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Question No: 19 (Marks: 1) - Please choose one

Which of the following is an incentive plan that rewards employees for exceeding a predetermined goal by sharing the extra profits?

- ▶ Scanlon plan
- ▶ Piece-work plan
- ▶ **Gainsharing plan**
- ▶ Variable pay plan

Question No: 20 (Marks: 1) - Please choose one

Which of the following criteria is said to be essential for an effective communication?

- ▶ Sender and receiver are using the same code\language

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- ▶ At least two people are involved & willing to communicate
- ▶ A channel to communicate should be present
- ▶ **All of the given options**

Question No: 21 (Marks: 1) - Please choose one

“Employees' appraisal should not be influenced by characteristics like ethnicity, color, nationality, age & gender.” Which of the following defends the above statement?

- ▶ Rights to privacy
- ▶ Labor law
- ▶ Employment at will
- ▶ **Discrimination law**

Question No: 22 (Marks: 1) - Please choose one

_____ is the early return of an expatriate manager to the home country without completion of an overseas assignment.

- ▶ Culture shock
- ▶ Expatriate return
- ▶ **Expatriate failure**
- ▶ Repatriation

[Reference](#)

Question No: 23 (Marks: 1) - Please choose one

“Leaders are born not made”. Which of the following theory depicts the given statement?

- ▶ **Trait Theory**
- ▶ Situational Theory
- ▶ Behavioral Theory
- ▶ Motivational Theory

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Question No: 24 (Marks: 1) - Please choose one

Which of the following skills are required for an effective team?

- ▶ Problem-solving skills
- ▶ Technical skills
- ▶ Interpersonal skills
- ▶ **All of the given options**

Question No: 25 (Marks: 1) - Please choose one

Ms. Sadia always takes complex tasks as challenge rather than considering them as burden and tries to optimize her potential to handle the perceived challenges. Which one of the following traits depicts Sadia as a leader?

- ▶ Intelligence
- ▶ Knowledge
- ▶ Dominance
- ▶ **Self-confidence**

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Question No: 26 (Marks: 1) - Please choose one

"Accounting department of 'EFU General Insurance Ltd', share information of multiple levels of different departments to assist in preparing the annual budget on a consistent basis". Which type of communication it is?

- ▶ Diagonal communication
- ▶ **Horizontal communication**
- ▶ Upward communication
- ▶ Downward communication

Communication or sharing of information along different departments of an organization is known as "Horizontal Communication".

Question No: 27 (Marks: 1) - Please choose one

Which of the following does not signify the usefulness of conflict?

- ▶ It brings life and creativity
- ▶ It promotes goal achievement
- ▶ **It encourages organizational politics**
- ▶ It promotes change & synergy

Question No: 28 (Marks: 1) - Please choose one

JJP Enterprise seeks to attract one of its managers to move to Gawadar to manage the working of its subsidiary in Gawadar. The firm will likely need to offer a _____ in addition to a manager's base salary.

- ▶ Cost-of-living allowance
- ▶ Bonus
- ▶ **Hardship allowance**
- ▶ Tax equalization adjustment

Hardship Allowance: Hardship allowance is an additional pay for an employee who accepts an assignment in difficult conditions.

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Question No: 29 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ Working conditions
- ▶ Interesting work
- ▶ **Wages**

Definition: Intrinsic motivation refers to motivation that comes from inside an individual rather than from any external or outside rewards, such as money or grades.

Question No: 30 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ **Credit union**
- ▶ Working conditions
- ▶ Interesting work

Question No: 31 (Marks: 1) - Please choose one

The progressive discipline procedures that address the issue of discharge belong to which offense?

- ▶ First offense
- ▶ Second offense
- ▶ Third offense
- ▶ **Fourth offense**

[Reference](#)

Question No: 32 (Marks: 1) - Please choose one

Collective-bargaining process can't be completed without negotiations. What do management and union ensure?

- ▶ **That conflict is contained within manageable boundaries**
- ▶ Agreement between all parties could not be involved
- ▶ That conflict is always resolved by force
- ▶ It achieves a set of lasting agreements

[Reference](#)

Question No: 33 (Marks: 1) - Please choose one

Protection from undesirable circumstances and safety come under which stage of Maslow hierarchy of need?

- ▶ First
- ▶ **Second**
- ▶ Third
- ▶ Fourth

Question No: 34 (Marks: 1) - Please choose one

Pictures of minorities, women and disabled employees in company brochures give credibility to which of the following message?

- ▶ **"We are an equal opportunity employer"**
- ▶ "We are working on women right"
- ▶ "We offend sexual harassment at workplace"
- ▶ "We provide healthy work environment"

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Question No: 35 (Marks: 1) - Please choose one

All of the following are advantages of internal recruiting except

- ▶ It is less costly than going outside to recruit
- ▶ Those chosen internally already know the organization
- ▶ It improves the probability of good selection
- ▶ **It generate infighting among the rival candidates for promotion**

Question No: 36 (Marks: 1) - Please choose one

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For the post of tutor, candidates are asked to deliver a lecture to a group of selected students. Which one of the following statement is most correct?

- ▶ This is used to have a face to face interaction
- ▶ Demonstration is mandatory for all post graduate colleges
- ▶ Delivering lecture is a type of work sampling
- ▶ **This is an example of in-basket simulation**

Question No: 37 (Marks: 1) - Please choose one
Which of the following statement is correct regarding work sampling?

- ▶ It is often difficult to use for managerial jobs because it is hard to address the full range of managerial activities
- ▶ Work sampling techniques are conducted for candidates applying for higher positions in organization
- ▶ Work sampling techniques are much expensive and it's really very hard to interpret results
- ▶ **This technique is used to measure the impact of employee's job satisfaction on performance**

Question No: 38 (Marks: 1) - Please choose one
Which of the following is considered as "Red Flag" concerning the job applicants?

- ▶ When the applicant is providing detailed information about his work history
- ▶ When the applicant is giving solid justification for leaving last job
- ▶ When the applicant is describing his engagement in personal business in between the gap of his first and last jobs
- ▶ **When the applicant is avoiding to provide previous employment history**

Question No: 39 (Marks: 1) - Please choose one
How does mentoring differ from the orientation?

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- ▶ **Mentoring is done when an employee is being prepared for jobs of greater responsibility. Orientation is done when an employee first joins an organization**
- ▶ Mentoring is done by the supervisor. Orientation is conducted by the peers
- ▶ Mentoring is done to familiarize employees with procedures. Orientation is guiding employee in task completion
- ▶ There is no difference in mentoring and orientation

Question No: 40 (Marks: 1) - Please choose one
Individual based rewards include all of the following EXCEPT

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- ▶ Merit pay
- ▶ Bonus
- ▶ **Piece work plan**
- ▶ Gain sharing

Question No: 41 (Marks: 1) - Please choose one

Under which of the following situation would a team-based compensation most likely function well?

- ▶ **A situation in which a team of workers perform interdependent tasks**
- ▶ A situation in which a team of workers perform independent tasks
- ▶ A situation in which a team of workers have homogenous skills and competencies
- ▶ A situation in which a team of workers have mutual distrust for each other

Question No: 42 (Marks: 1) - Please choose one

Which of the following statement is correct for explaining difference between leadership and power?

- ▶ Leadership focuses influence upward. Power is used to gain downward influence.
- ▶ Leadership is a mean of achieving goals. Power focuses on goal achievement.
- ▶ **Leadership requires goal compatibility with followers. Power requires follower dependency.**
- ▶ Leadership required followers' independency. Power requires goal compatibility with followers.

Reference

Question No: 43 (Marks: 1) - Please choose one

All of the following organizational characteristics can be substitutes for leadership EXCEPT

- ▶ Clear formalized tasks
- ▶ Mechanistic rules and procedures
- ▶ Unified work groups
- ▶ Mentor relationships

All of the given options

Reference

Question No: 44 (Marks: 1) - Please choose one

Mr. Yoong is a Chinese executive working in Zong Telecom Pakistan, a China based telecommunication company. Mr. Yoong is therefore be classified as a/an:

- ▶ Guest-country national
- ▶ Host-country national
- ▶ **Expatriate**

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- ▶ Third-country national

An **expatriate** (in abbreviated form, **expat**) is a person temporarily or permanently residing in a country and culture other than that of the person's upbringing or legal residence.

Question No: 45 (Marks: 1) - Please choose one

_____ are importers and exporters, they have no investment outside of their home country.

- ▶ International companies
- ▶ Multinational companies
- ▶ Global companies
- ▶ **Transnational companies**

Question No: 46 (Marks: 1) - Please choose one

What is the main point of difference between a multinational and transnational corporation?

▶ **Transnational corporations have a central corporate facility but highly decentralized operations and MNC is more focused on adapting their products and service to each individual local market.**

▶ Transnational corporations have centralized operations and MNC has decentralized operations

▶ Transnational corporations invested in foreign operations and MNC invested in local operations

▶ Transnational concentrate on local markets and MNC focus on foreign markets

Reference

Question No: 47 (Marks: 1) - Please choose one

Shaukat was accused of using organizational resources for personal use. He was caught red-handed thrice by his manager while misusing the company resources. If you were in place of his manager what actions would you take against him?

- ▶ Warn him in writing
- ▶ Suspend him for some time
- ▶ **Dismiss him permanently**
- ▶ It is too early to take any action

Question No: 48 (Marks: 1) - Please choose one

Which of the following given statement is most appropriate regarding employee access to their employment history files?

- ▶ **Employee can demand to immediately see their file whenever they want**
- ▶ An employee may have access to file on a 24 hour turnaround time
- ▶ An employee may have access to file on giving one month prior application
- ▶ An employee may have no access to his employment history file

The purpose of the Personnel Files Act as explained by the Commonwealth Court is to acknowledge the right of both public and private employees to review files held by their

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employers that contain information about themselves, and not to permit access to employees' personnel files by the general citizenry of Commonwealth. *Bangor Area Educ. Ass'n v. Angle*, 720 A.2d 198 (Pa.Cmwlt. 1998).

Question No: 49 (Marks: 3)

There are three types of positive powers that effective leaders use; charismatic, expert and referent power. Explain expert power with examples.

Question No: 50 (Marks: 3)

What are the three key areas need to be addressed while doing global business? Define each.

Question No: 51 (Marks: 5)

What measures should be taken to handle organizational politics?

Question No: 52 (Marks: 5)

Is it necessary for a leader to be best performer among all?

Question No: 53 (Marks: 5)

Explain the expectancy theory. Also identify its three elements and the formula derived by the scientist in this theory.

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FINAL TERM EXAMINATION

Spring 2010

MGT501- Human Resource Management

Solved By vuZs Team

<http://vuZs.net/>

Time: 90 min

Marks: 69

<http://vuZs.net/>

Question No: 1 (Marks: 1) - Please choose one

HRIS helps managers to perform which of the following functions more effectively & systematically?

- ▶ Controlling functions
- ▶ Planning functions
- ▶ **Human resource functions**
- ▶ Management functions

Ref: A Human Resource Information System (HRIS) can be incredibly helpful for successfully managing your human resource functions, whether you are a manager, human resource professional, or owner and operator of a small company. It is important to discuss what both HR management and an HRIS are before we can discuss the benefits.

Question No: 2 (Marks: 1) - Please choose one

The three most important job-related attitudes are:

- ▶ Job involvement, organizational commitment and job enrichment

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- ▶ Job satisfaction, job orientation and organizational commitment
- ▶ **Job satisfaction, job involvement and organizational commitment**
- ▶ Job satisfaction, job enlargement and organizational behavior

Reference

Question No: 3 (Marks: 1) - Please choose one

Under which managerial function, managers ensure goal attainment?

- ▶ Planning
- ▶ Organizing
- ▶ Leading
- ▶ **Controlling**

Question No: 4 (Marks: 1) - Please choose one

Ratio of outputs to inputs is known as:

- ▶ Performance
- ▶ Effectiveness
- ▶ Motivation
- ▶ **Efficiency**

Efficiency is the ratio of outputs to inputs (Page 14)

Question No: 5 (Marks: 1) - Please choose one

Organization is said to be an open system, because:

- ▶ **It operates within an environment**
- ▶ It operates in isolation
- ▶ Its activities are random
- ▶ Its activities are independent

Question No: 6 (Marks: 1) - Please choose one

Evaluation method generally adopted by most of the educational institutes to evaluate the students' academic performance is:

- ▶ Project based method
- ▶ Focal point method
- ▶ Anniversary method
- ▶ **Base timings method**

Question No: 7 (Marks: 1) - Please choose one

Management has pointed out Mr. Haseeb as a low performer & shows their dissatisfaction with his performance, Mr. Haseeb had tried a lot to put more & more efforts but still unable to satisfy the management, after some time he started overlooked the appraisal reports as he perceived that management is habitual of criticizing the employees' performance. This reaction by Haseeb is resulted due to:

- ▶ Lack of trained raters
- ▶ **Unserious attitude towards appraisal**
- ▶ Lack of proper feedback

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- ▶ Management is biased

Question No: 8 (Marks: 1) - Please choose one

NAVEENA Textiles, evaluates its employees on regular basis, but has never taken any step against the individuals often indulged in offensive behavior, this may result in:

- ▶ Irregular performance appraisals
- ▶ **Performance appraisals' failure**
- ▶ Frequent performance appraisals
- ▶ Semi-annual performance appraisals

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Question No: 9 (Marks: 1) - Please choose one

According to which of the following method, each job is assigned to a particular grade/category depending on the type of jobs, the organizations required?

- ▶ Ranking method
- ▶ **Classification method**
- ▶ Factor comparison method
- ▶ Point factor method

[Reference](#)

Question No: 10 (Marks: 1) - Please choose one

Which of the following is considered as the MOST reliable data collection source needed for job analysis?

- ▶ Experienced job analyst
- ▶ Top leading managers
- ▶ **Employees of that particular job**
- ▶ Head of the department

Question No: 11 (Marks: 1) - Please choose one

Jamal Enterprises' top management refused to consider its female marketing manager for the post of Vice President. This action of the company is representing which of the following?

- ▶ **Gender discrimination**
- ▶ Legal consideration
- ▶ Reverse discrimination
- ▶ Glass ceiling effect

Question No: 12 (Marks: 1) - Please choose one

SWOT Analysis is a tool for:

- ▶ Determining the mission
- ▶ Dividing missions into goals
- ▶ **Scanning the environment**
- ▶ Monitoring frequent performances

Question No: 13 (Marks: 1) - Please choose one

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Miss. Fouzia wants to excel herself in the banking field by clearing the IBP Superior Qualification (ISQ) examination. But her current job's strict timings do not allow her to fulfill her plans. To address this problem, the bank could help her by:

- ▶ Providing her with a career coach
- ▶ Encouraging her to join a career success team
- ▶ **Facilitating her with flexible working hours**
- ▶ Suggesting her a better occupation to adopt

Question No: 14 (Marks: 1) - Please choose one

'Monoo Textiles' wants to encourage the involvement of women on the upper-level managerial positions. Which of the following suggestions should Monoo Textiles consider?

- ▶ **Offering flexible work schedules**
- ▶ Providing additional financial benefits
- ▶ Awarding seniority status
- ▶ Facilitating with career success teams

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Question No: 15 (Marks: 1) - Please choose one

If a supervisor wants to criticize his subordinate in an appraisal interview, it is best to:

- ▶ Hold meeting with other people to diffuse the negative situation
- ▶ **Provide examples of critical incidents by that employee**
- ▶ Acknowledge personal biases with the employee
- ▶ Scold the employee on excuses for poor performance

Reference

Question No: 16 (Marks: 1) - Please choose one

Under which of the following methods of jobs evaluation, jobs are arranged in an order?

- ▶ **Ranking method**
- ▶ Classification method
- ▶ Factor comparison method
- ▶ Point factor method

Reference

Question No: 17 (Marks: 1) - Please choose one

Ali was working as MTO in ABL & getting the package of Rs.20,000, few weeks ago he resigned from ABL & joined HBL which is offering him Rs.30,000 at the same post of MTO. In this situation HBL is adopting the _____ pay strategy.

- ▶ **Above market rate**
- ▶ Below market rate
- ▶ At market rate
- ▶ All of the given options

Question No: 18 (Marks: 1) - Please choose one

All of the following are examples of direct compensation, EXCEPT:

- ▶ **Pension**

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- ▶ Salary
- ▶ Bonus
- ▶ Commission

Question No: 19 (Marks: 1) - Please choose one

In the negotiation process, bargaining issues like wages, working hours, terms & conditions of employment etc. all comes under:

- ▶ Labor issues
- ▶ **Mandatory issues**
- ▶ Permissive issues
- ▶ Prohibited issues

Ref: Mandatory Bargaining Issues—Fall within the definition of wages, hours, and other terms and conditions of employment. (Page 157)

Question No: 20 (Marks: 1) - Please choose one

Which of the following factor truly explains the reason behind union membership within organizations?

- ▶ To influence organizational rules & policies
- ▶ To become popular within the organization
- ▶ **To protect employees' legal rights & interests**
- ▶ To provide assistance in organizational wide strategies

Question No: 21 (Marks: 1) - Please choose one

University administration has provided students with the evaluation forms to be filled, in order to evaluate the performance of faculty members. This action of university management is represented as:

- ▶ Distributive justice
- ▶ **Due process**
- ▶ Just cause
- ▶ Procedural justice

Question No: 22 (Marks: 1) - Please choose one

A MOST important advantage of using expatriates to fill foreign subsidiary management positions is that:

- ▶ They are less expensive than local managers
- ▶ They are more motivated to perform as compared to host-country nationals
- ▶ **They perform well in foreign assignments as compare to working in the head quarters**
- ▶ They are more likely to implement the instructions from headquarters

Reference

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Question No: 23 (Marks: 1) - Please choose one

The process of influencing an organized group towards goal accomplishment is called _____.

- ▶ Organizing

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- ▶ Planning
- ▶ Managing
- ▶ **Leading**

Reference

Question No: 24 (Marks: 1) - Please choose one

Creating conditions for a team to be effective is the responsibility of a(n):

- ▶ Organization
- ▶ HR department
- ▶ **Leader**
- ▶ Employee

Question No: 25 (Marks: 1) - Please choose one

“Leaders are born not made”. Which of the following theory depicts the given statement?

- ▶ **Trait Theory**
- ▶ Situational Theory
- ▶ Behavioral Theory
- ▶ Motivational Theory

The trait theory of leadership is the view that people are born with inherited traits - and that some traits are particularly suited to leadership.

Question No: 26 (Marks: 1) - Please choose one

If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:

- ▶ Be exceeded
- ▶ Remain the same
- ▶ Become invisible
- ▶ **Be reduced**

Question No: 27 (Marks: 1) - Please choose one

According to which of the following an individual can be asked for the written explanation for the first offense of severe nature?

- ▶ Hot stove rule
- ▶ Positive discipline
- ▶ **Progressive discipline**
- ▶ Implied discipline

Question No: 28 (Marks: 1) - Please choose one

"Effectiveness" is represented by:

- ▶ Doing things before time
- ▶ **Doing right things right**
- ▶ Doing things in minimum time
- ▶ Doing things with minimum resources

Effectiveness: A measure of the appropriateness of the goals chosen (are these the right goals?), and the degree to which they are achieved
"Doing the Right Things Right"

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Question No: 29 (Marks: 1) - Please choose one

Which of the following system assists in matching job description with the individual's qualification?

- ▶ DBMS (Data Base Management System)
- ▶ IS (Information System)
- ▶ MIS (Management Information System)
- ▶ **HRIS (Human Resource Information System)**

Reference

Question No: 30 (Marks: 1) - Please choose one

'Nirala Sweets' has recently opened one of its outlets in London. This move has classified Nirala Sweets as a/an:

- ▶ Domestic organization
- ▶ **International organization**
- ▶ Multinational organization
- ▶ Transnational organization

Question No: 31 (Marks: 1) - Please choose one

Organizations are bound to provide the specified ratio of medical assistance to workers in case of work related accidents & diseases. This ratio is specified by:

- ▶ Minimum wage act
- ▶ **Labor law**
- ▶ Employment at will
- ▶ Discrimination law

Question No: 32 (Marks: 1) - Please choose one

Employee has the right to quit one job and join another organization according to his/her own preferences, as protected by:

- ▶ Discrimination law
- ▶ Rights to privacy
- ▶ Labor law
- ▶ **Employment at will**

Question No: 33 (Marks: 1) - Please choose one

Verbal cautions issued by the HR manager to the employees under the progressive discipline procedures belong to which offence?

- ▶ **First offense**
- ▶ Second offense
- ▶ Third offense
- ▶ Fourth offense

[See image given above in question no.27](#)

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Question No: 34 (Marks: 1) - Please choose one
Love, affection, friendship and belongingness come under which stage of Maslow hierarchy of need?

- ▶ **First**
- ▶ Second
- ▶ Third
- ▶ Fourth

Question No: 35 (Marks: 1) - Please choose one
“Forces acting on/within person that cause specific goal directed behavior” is the definition of;

- ▶ **Motivation**
- ▶ Stimuli
- ▶ Resentment
- ▶ Conation

Motivation represents the forces acting on or within a person that cause the person to behave in a specific, goal-directed

Question No: 36 (Marks: 1) - Please choose one
The vice president of human resources of a large-sized manufacturing firm hires Ms. Robina to deal with the compensation and benefit affairs of the employees. Which of the following is the most appropriate position for her?

- ▶ **HR professional**
- ▶ HR Generalist
- ▶ HR Specialist
- ▶ HR Advisor

Expectations of HR professional:

- Consider the personal interests, welfare, and dignity of all employees affected by recommendations and actions

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Question No: 37 (Marks: 1) - Please choose one
Being head of human resource department, you received a gap analysis report. It indicated labor shortage and need to hire five more admin assistant, six machine operators and three surveyors. What should be your next step to fill identified gaps?

▶ **Examine current HR inventories to determine internal sources available to remove gap**

- ▶ Hire admin assistant on priority basis and leave hiring of other posts on some other time
- ▶ Compensation packages offered for the said posts should be revised immediately
- ▶ The identified gaps are ignorable that's why further actions are not required

Question No: 38 (Marks: 1) - Please choose one

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During job analysis process, what type of data will be collected by the analyst with regard to "job context"?

▶ **Work schedule, financial and non financial incentives and physical working conditions**

- ▶ Personal attributes such as personality and interests and work experiences
- ▶ Products made or services performed and material produced
- ▶ Error analysis, work standards and measurements such as time taken for a task

Reference

Question No: 39 (Marks: 1) - Please choose one

Which one of the following statement is most correct?

- ▶ Performance simulation tests are used in private organizations
- ▶ **Performance simulation tests have high construct validity**
- ▶ Performance simulation tests have high content validity
- ▶ Performance simulation tests are restricted to managerial positions

Ref: Work-Sample Tests (Simulations)

It identifies a task or set of tasks that are representative of the job. The evidence concerning these tests, to date, is that they produce high predictive validity, reduce adverse impact, and are more acceptable to applicants.

Question No: 40 (Marks: 1) - Please choose one

Under which of the following situation would a team-based compensation most likely function well?

- ▶ A situation in which a team of workers perform interdependent tasks
- ▶ **A situation in which a team of workers perform independent tasks**
- ▶ A situation in which a team of workers have homogenous skills and competencies
- ▶ A situation in which a team of workers have mutual distrust for each other

Question No: 41 (Marks: 1) - Please choose one

Which of the following is NOT considered as a role of line managers in organizational health and safety program?

- ▶ **Investigate accidents details**
- ▶ Help employees to work safely
- ▶ Ensure workers are doing job in safe environment
- ▶ Develop health and safety program

Question No: 42 (Marks: 1) - Please choose one

Sonia has negative affectivity. When ever she faced an ordinary problem, she is likely to

- ▶ Don't bother it
- ▶ Handle it with out any tension
- ▶ **Magnify it and create stress for herself**
- ▶ Have a heart attack on the spot

Negative Affect (NA) is a general dimension of subjective distress and unpleasurable engagement that subsumes a variety of aversive mood states,

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including anger, contempt, disgust, guilt, fear, and nervousness. Individuals high in NA are characterized by distress, unpleasurable engagement, and nervousness. Low negative affect is characterised by a state of calmness and serenity.

Question No: 43 (Marks: 1) - Please choose one

A key recommendation for improving self confidence is to

- ▶ Study the defeats of other people
- ▶ Criticize others rather than oneself
- ▶ **Develop positive thinking approach**
- ▶ Remember your life's failure events

Question No: 44 (Marks: 1) - Please choose one

By contrasting leadership versus power, we can say leaders achieve goals, and power is:

- ▶ Usually used by poor leaders
- ▶ A means of achieving goals
- ▶ Based on leaders' expectations
- ▶ **A mode of exploiting always**

Question No: 45 (Marks: 1) - Please choose one

Which of the following dimension of trust is identified by exhibiting characteristics of willingness to protect and save face for a person?

- ▶ Uniformity
- ▶ Consistency
- ▶ Competence
- ▶ **Loyalty**

Loyalty is the willingness to protect and save face for another person. The final dimension of trust is openness. (Page 180)

Question No: 46 (Marks: 1) - Please choose one

_____ are importers and exporters, they have no investment outside of their home country.

- ▶ International companies
- ▶ Multinational companies
- ▶ Global companies
- ▶ **Transnational companies**

Question No: 47 (Marks: 1) - Please choose one

When people in a country accept the fact that power in institutions and organizations is distributed unequally then they are pointing which of the following dimension of culture?

- ▶ **Power distance**
- ▶ Individualism
- ▶ Uncertainty avoidance
- ▶ Masculinity/femininity

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Power distance: the degree to which people in a country accept that power in institutions and organizations is distributed unequally. Ranges from relatively equal (low power distance) to extremely unequal (high power distance).

Question No: 48 (Marks: 1) - Please choose one

What should be the MOST important criterion in determining whether conflict is functional or dysfunctional?

- ▶ Overall morale
- ▶ Turnover rates
- ▶ Absenteeism levels

▶ **Performance**

Reference

Question No: 49 (Marks: 3)

Mr Ahmed is an IT manager, he is appointed to evaluate the performance of employees of production department, because he is the only senior manager in the organization. How you evaluate this decision of the senior management?

Question No: 50 (Marks: 3)

Electronic mode of communication makes communication more effective but there are some drawbacks of this mode. Write down at least three drawbacks.

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Question No: 51 (Marks: 5)

What are the criteria that make the leaders & managers similar to each other?

Question No: 52 (Marks: 5)

Company consults its legal advisor for some legal assistance, what sort of power that legal advisor will practice?

Question No: 53 (Marks: 5)

Explain the expectancy theory. Also identify its three elements and the formula derived by the scientist in this theory

FINAL TERM EXAMINATION

Spring 2010

MGT501- Human Resource Management

Solved By vuZs Team

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Time: 90 min

M a r k s: 69

MGT501 - Human Resource Management - Question No: 1 (M a r k s: 1)

Which of the following is said to be the main focus of Organization Behavior?

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- ▶ How to become more effective in society
- ▶ **How to best utilize human resource**
- ▶ How to become environmental friendly
- ▶ How to become a market leader

MGT501 - Human Resource Management - Question No: 2 (Marks: 1)

Which of the following term describes the unique combination of psychological traits that describes a person's behaviors?

- ▶ Perception
- ▶ **Personality**
- ▶ Attitude
- ▶ Ability

MGT501 - Human Resource Management - Question No: 3 (Marks: 1)

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ▶ Scientific approach
- ▶ Rational approach
- ▶ **Human relations approach**
- ▶ Systematic approach

Human Relation Approach: Another approach to management, human relations, developed during the early 1930s. This approach aimed at understanding how psychological and social processes interact with work situation to influence performance.

MGT501 - Human Resource Management - Question No: 4 (Marks: 1)

Which one is NOT a type of teams?

- ▶ Virtual
- ▶ Problem-solving
- ▶ Cross-functional
- ▶ **Team building**

MGT501 - Human Resource Management - Question No: 5 (Marks: 1)

Which human resource area is concerned with the collective bargaining of labor union?

- ▶ Stockholder relations
- ▶ Industrial relations
- ▶ Personnel relations
- ▶ **Employee relations**

MGT501 - Human Resource Management - Question No: 6 (Marks: 1)

'Fair employment legislation' is applicable to which of the following?

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- ▶ **Collective bargaining**
- ▶ Planning & selection
- ▶ Training & development
- ▶ Grapevine network

MGT501 - Human Resource Management - Question No: 7 (Marks: 1)

If an organization rejects a particular individual on the basis of his qualification, but continues seeking other applicants with similar qualification, which of the following practice an organization is experiencing?

- ▶ Affirmative action
- ▶ Legal compliance
- ▶ Equal employment opportunity
- ▶ **Discrimination**

MGT501 - Human Resource Management - Question No: 8 (Marks: 1)

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- ▶ Selection
- ▶ **Recruitment**
- ▶ Staffing
- ▶ Enrollment

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MGT501 - Human Resource Management - Question No: 9 (Marks: 1)

Which of the following test indicates the person's inclination towards a particular occupation that provides satisfaction to that individual?

- ▶ **Vocational interest test**
- ▶ Cognitive aptitude test
- ▶ Personality test
- ▶ Psychomotor abilities test

Vocational Interest Tests

It indicates the occupation in which a person is most interested and is most likely to receive satisfaction

MGT501 - Human Resource Management - Question No: 10 (Marks: 1)

Which of the following is NOT a concern of Human Resource Development (HRD)?

- ▶ Employee training
- ▶ Employee orientation
- ▶ Employee rights
- ▶ **Employee appraisals**

MGT501 - Human Resource Management - Question No: 11 (Marks: 1)

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Shehzad planed to retire from his company because he would get a better package after 30 years of service. However, according to him without a job it would be difficult for him to spend time so he may consider other options. What do you suggest for him?

- ▶ Explanation of social security benefits
- ▶ Pursue career outside the company
- ▶ Counseling to utilize leisure time
- ▶ **All of the given options**

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MGT501 - Human Resource Management - Question No: 12 (Marks: 1)
Being a cashier, Ahmed is discontented with his job, why it is so?

- ▶ Job involves extensive customer interaction
- ▶ **Job does not suit his preferences**
- ▶ Job involves physical toughness
- ▶ Job requires mental toughness

MGT501 - Human Resource Management - Question No: 13 (Marks: 1)
Sometimes an employee feels happy with his existing occupation and the current employer, but finds that the job is not organized in an optimal way. What action might be recommended for that employee?

- ▶ Immediately switch the job
- ▶ Enhance contacts outside the company
- ▶ **Consider alternative work arrangements**
- ▶ All of the given options

MGT501 - Human Resource Management - Question No: 14 (Marks: 1)
Which of the following is part of a manager's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Utilizing career development opportunities
- ▶ Participating in career development discussions
- ▶ **Establishing goals and career plans**

MGT501 - Human Resource Management - Question No: 15 (Marks: 1)
The basis for promotion will typically be competence rather than seniority when:

- ▶ Team cohesiveness is important
- ▶ **Company is promoting competition**
- ▶ Union agreements are involved
- ▶ Organization is Legaly bound by government

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MGT501 - Human Resource Management - Question No: 16 (Marks: 1)

Power attained by a person through his/her structured position within the organization is:

- ▶ Coercive power
- ▶ Expert power
- ▶ Referent power
- ▶ **Legitimate power**

Legitimate power: It is based on a person holding a formal position;

MGT501 - Human Resource Management - Question No: 17 (Marks: 1)

According to which of the following view, "conflict should be encouraged and managed"?

- ▶ Traditional View
- ▶ Human Relations View
- ▶ **Interactionist View**
- ▶ Behavioral view

MGT501 - Human Resource Management - Question No: 18 (Marks: 1)

Which of the following criteria is said to be essential for an effective communication?

- ▶ Sender and receiver are using the same code\language
- ▶ At least two people are involved & willing to communicate
- ▶ A channel to communicate should be present
- ▶ **All of the given options**

MGT501 - Human Resource Management - Question No: 19 (Marks: 1)

Which of the following factor can not be considered as benefits of health and safety program?

- ▶ Reduced absenteeism
- ▶ Increased productivity
- ▶ Controlled litigation
- ▶ **High market share**

MGT501 - Human Resource Management - Question No: 20 (Marks: 1)

"Employees' appraisal should not be influenced by characteristics like ethnicity, color, nationality, age & gender." Which of the following defends the above statement?

- ▶ Rights to privacy
- ▶ Labor law
- ▶ Employment at will

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► **Discrimination law**

MGT501 - Human Resource Management - Question No: 21 (Marks: 1)

Lack of concentration among employees is indicated as:

- Short-term physical symptom of stress
- Long-term physical symptom of stress
- **Behavioral symptom of stress**
- Internal symptom of stress

Behavioral Symptoms include, talking too fast or, too loud Bad moods being irritable
Defensiveness Being critical Aggression, Irrationality,
Overreaction and reacting emotionally Reduced personal effectiveness Being
unreasonably negative Making less realistic judgments Being unable to concentrate and
having difficulty making decisions being more forgetful Making more mistakes
being more accident-prone Changing work habits Increased absenteeism Neglect of
personal appearance Outcomes of Organization.

MGT501 - Human Resource Management - Question No: 22 (Marks: 1)

Assessing an employee's probable success in handling a foreign transfer and the best predictor of future success is proved to be:

- **Job competence (un-confirmed)**
- Past international travel
- Language skills
- Extraversion

MGT501 - Human Resource Management - Question No: 23 (Marks: 1)

Usually it is observed that after becoming the team's captain the player's own performance declines. What could be the reason behind it?

- **Unable to handle extra pressure**
- Absence of task related knowledge
- Lack of high energy level
- Imposed on a team by management

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MGT501 - Human Resource Management - Question No: 24 (Marks: 1)

"Leaders are born not made". Which of the following theory depicts the given statement?

- **Trait Theory**
- Situational Theory
- Behavioral Theory
- Motivational Theory

MGT501 - Human Resource Management - Question No: 25 (Marks: 1)

Charismatic leaders are those who have the ability to:

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- ▶ Resolve every problem prevailing in the organization
- ▶ **Influence others in a desired manner**
- ▶ Command over larger number of employees
- ▶ Strictly impose the set rules

MGT501 - Human Resource Management - Question No: 26 (Marks: 1)

A process of shifting worker to lower level of duties & responsibilities along with the reduced pay is termed as:

- ▶ Retirement
- ▶ Resignation
- ▶ Lay-off
- ▶ **Demotion**

MGT501 - Human Resource Management - Question No: 27 (Marks: 1)

Which of the following is a force by which personality traits (expertise) affect others' behavior?

- ▶ Power
- ▶ **Influence**
- ▶ Authority
- ▶ Command

MGT501 - Human Resource Management - Question No: 28 (Marks: 1)

'Nirala Sweets' has recently opened one of its outlets in London. This move has classified Nirala Sweets as a/an:

- ▶ Domestic organization
- ▶ **International organization**
- ▶ Multinational organization
- ▶ Transnational organization

MGT501 - Human Resource Management - Question No: 29 (Marks: 1)

Organizations are bound to provide the specified ratio of medical assistance to workers in case of work related accidents & diseases. This ratio is specified by:

- ▶ Minimum wage act
- ▶ **Labor law**
- ▶ Employment at will
- ▶ Discrimination law

MGT501 - Human Resource Management - Question No: 30 (Marks: 1)

Employee has the right to quit one job and join another organization according to his/her own preferences, as protected by:

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- ▶ Discrimination law
- ▶ Rights to privacy
- ▶ Labor law
- ▶ **Employment at will**

MGT501 - Human Resource Management - Question No: 31 (Marks: 1)

Which of the following involves moving employees to various positions in organization in an effort to expand their skills, knowledge and abilities?

- ▶ Job Specification
- ▶ Job Clarification
- ▶ **Job Rotation**
- ▶ Job Enrichment

MGT501 - Human Resource Management - Question No: 32 (Marks: 1)

Which of the following refers to creating an artificial learning environment that approximates the actual job conditions as much as possible?

- ▶ Committee Assignments
- ▶ **Simulations**
- ▶ Outdoor Training
- ▶ Seminars

MGT501 - Human Resource Management - Question No: 33 (Marks: 1)

Which of the following is not included in extrinsic rewards?

- ▶ Salary
- ▶ **Promotion opportunities**
- ▶ Wage
- ▶ **Recreation**

Extrinsic rewards are financial and intrinsic rewards are non-financial rewards.

MGT501 - Human Resource Management - Question No: 34 (Marks: 1)

Which of the following is not included in intrinsic rewards?

- ▶ Promotion opportunities
- ▶ Working conditions
- ▶ **Insurance**
- ▶ Interesting work

Extrinsic rewards are financial and intrinsic rewards are non-financial rewards.

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MGT501 - Human Resource Management - Question No: 35 (Marks: 1)

Which of the following is not included in intrinsic rewards?

- ▶ **Retirement**
- ▶ Interesting work

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- ▶ Promotion opportunities
- ▶ Working conditions

MGT501 - Human Resource Management - Question No: 36 (Marks: 1)
Verbal cautions issued by the HR manager to the employees under the progressive discipline procedures belong to which offence?

- ▶ **First offense**
- ▶ Second offense
- ▶ Third offense
- ▶ Fourth offense

MGT501 - Human Resource Management - Question No: 37 (Marks: 1)
Who has presented the Reinforcement Theory?

- ▶ Alderfer
- ▶ McGregor
- ▶ **Edward Thorndike**
- ▶ McClelland

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MGT501 - Human Resource Management - Question No: 38 (Marks: 1)
Which of the following statement is true regarding employee involvement concept in today's organizations?

- ▶ Managers should set targets and spelled out to each employees
- ▶ Employees feel more secure when they know the boss is in charge
- ▶ Employee involvement enhances productivity but decreases innovative ideas
- ▶ **Participative management gives employees more control over day to day**

job activities

[Reference](#)

MGT501 - Human Resource Management - Question No: 39 (Marks: 1)
What are the differences between employees' relation and labor relations?

▶ **Employee relations deal with the non-union workers but labor relations deals with the unionized workers**

▶ Employee relations deal with the skilled workers but labor relations deals with the unskilled workers

▶ Employee relations deal with the salaried workers but labor relations deals with the wage workers

▶ Employee relations deal with the managerial staff but labor relations deals with the non-managerial staff

In Canadian law, 'labour law' refers to matters connected with unionized workplaces, while 'employment law' deals with non-unionised employees.

MGT501 - Human Resource Management - Question No: 40 (Marks: 1)

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All of the following are advantages of involving employees in the job analysis process EXCEPT

- ▶ They accept results more easily
- ▶ They feel more ownership for the results
- ▶ They trust results more because they took part in developing them
- ▶ **They may try to inflate the importance of their job**

MGT501 - Human Resource Management - Question No: 41 (Marks: 1)

In which of the following job analysis method each employee is presented with an inventory of specific tasks and they are asked to indicate whether or not he/she perform the task?

- ▶ Observation
- ▶ Log/diary
- ▶ **Structured Questionnaire**
- ▶ Technical conference

Some questionnaires are very structured checklists. Each employee gets an inventory of perhaps of specific duties or tasks such as change and splice wire. He or she is asked to indicate whether or not he or she performs each task.

MGT501 - Human Resource Management - Question No: 42 (Marks: 1)

Which of the following is major consequence(s) of stress?

- ▶ Affects an individual's ability to fight infection
 - ▶ Leads to tardiness and absenteeism from work
 - ▶ Can lesser an individual's concentration level
- ▶ **All of the given options**

MGT501 - Human Resource Management - Question No: 43 (Marks: 1)

Which of the following is MOST likely to affect the building of trust within a relationship?

- ▶ **Integrity**
- ▶ Loyalty
- ▶ Consistency
- ▶ Openness

[Reference](#)

MGT501 - Human Resource Management - Question No: 44 (Marks: 1)

Which group of employees may also be known as expatriates?

- ▶ Parent-country nationals
- ▶ Host-country nationals
- ▶ **Third-country nationals**
- ▶ Local-country nationals

Both options are correct.

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MGT501 - Human Resource Management - Question No: 45 (Marks: 1)

Mr. Yoong is a Chinese executive working in Zong Telecom Pakistan, a China based telecommunication company. Mr. Yoong is therefore be classified as a/an:

- ▶ Guest-country national
- ▶ Host-country national
- ▶ **Expatriate**
- ▶ Third-country national

Reference

MGT501 - Human Resource Management - Question No: 46 (Marks: 1)

Which of the following statement describes the term “franchising”?

- ▶ **Parent company grants another firm the right to do business in a prescribed manner**
- ▶ Company allow another firm the right to do business with out any license or contract
- ▶ Organization grants a foreign firm the right to use intellectual properties
- ▶ Parent company sells its products exclusively in a particular area

[Reference: PPT Lecture Slide of Lesson No.44](#)

MGT501 - Human Resource Management - Question No: 47 (Marks: 1)

Which of the following is likely to be done by a manager who wants to use coercive power in order to prevent accidental violations of a rule in the organization?

- ▶ Inform subordinates about the managers' courteous attitude
- ▶ Intimidate subordinates about the manager's rigorousness
- ▶ **Fully inform subordinates about the rules and the penalties for violating them**
- ▶ Make subordinates aware of the manager's past experiences of dealing violation cases

MGT501 - Human Resource Management - Question No: 48 (Marks: 1)

Which of the following given theory explains that “how much a person put his effort in job and how much he gets out of it”?

- ▶ **Equity theory**
- ▶ Reinforcement theory
- ▶ Need theory
- ▶ Two-factor theory

Equity Theory - Things are distributed according to an "equity rule" which may be effort, ability, productivity, etc... "who should get what" Major cites/theorists: William Damon....] Equity - "people who contribute more should get more".

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MGT501 - Human Resource Management - Question No: 49 (Marks: 3)
Which performance indicators are considered more effective; qualitative or quantitative?

Qualitative performance indicators are considered more effective.

MGT501 - Human Resource Management - Question No: 50 (Marks: 3)
Hassan has just been hired as director of HRM communications. He is writing a mission statement for his department. What item should be included?

MGT501 - Human Resource Management - Question No: 51 (Marks: 5)
Name at least five positive but non-financial reinforcement rewards that a manager could use on a day-to-day basis to reward employees.

MGT501 - Human Resource Management - Question No: 52 (Marks: 5)
“Leaders are appointed to maintain the desired level of performance in order to make the goal achievement consistent.” Briefly explain your agreement or disagreement with the statement.

I agreed with the statement. Leadership is a process in which leaders help others to establish goals and guide for the achievement and allow to be effective as result. They provide a vision of general statement of organization's intended direction to the organization's members.

They motivate the members, improve the self confidence.

They solve the problems, take decisions by themselves.

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MGT501 - Human Resource Management - Question No: 53 (Marks: 5)
Supervisor has deducted some ratio of Ahsan's salary on the basis of his late arrivals at the workplace for multiple days. But Ahsan is remained uninformed about this deduction. Evaluate the supervisor's action as per due process.

FINAL TERM EXAMINATION
Spring 2010
MGT501- Human Resource Management
Solved by vuZs Team
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Time: 90 min
Marks: 69

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Question No: 1 (Marks: 1) - Please choose one
HRIS is used to facilitate the decisions related to:

- ▶ Overall organization
- ▶ **Employment planning**
- ▶ Sales forecasting
- ▶ Resource allocation

Question No: 2 (Marks: 1) - Please choose one
If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

- ▶ Gaps
- ▶ **Effectiveness**
- ▶ Discrepancies
- ▶ Performance

Question No: 3 (Marks: 1) - Please choose one
The frequency of conducting the performance appraisal depends on:

- ▶ Environmental challenges
- ▶ Training sessions
- ▶ Job analysis
- ▶ **Organizational policies**

Question No: 4 (Marks: 1) - Please choose one
Who is the primary person, responsible for doing the actual appraising of an employee's performance?

- ▶ The employee's direct supervisor
- ▶ The company's appraiser
- ▶ **The human resource manager**
- ▶ The EEO contact person

Question No: 5 (Marks: 1) - Please choose one
Which of the following could result in a legally questionable appraisal process?

- ▶ Conduct job analysis to establish criteria for successful performance
- ▶ **Base appraisals on subjective supervisory observations**
- ▶ Administer and score appraisals in a uniform manner
- ▶ Use clearly defined job performance dimensions

Question No: 6 (Marks: 1) - Please choose one
Which of the following is a forecasting method in which requirement is estimated at department level and the information is gradually transmitted to upper level to make future hiring of employees?

- ▶ Top-down approach
- ▶ **Bottom-up approach**
- ▶ Zero-based approach

- ▶ Employee-based approach

Question No: 7 (Marks: 1) - Please choose one

An organization posts advertisement in the news paper as:

“Approximate Gross salary is Rs. 24,000/ per month. In addition to above salary the candidate on appointment will also be entitled for other attractive benefits/facilities like pick and drop, indoor medical facility, housing subsidy etc”.

This represents:

- ▶ **The organization's policy for attracting more potential candidates**
- ▶ The organization is creating its positive image in the market
- ▶ The organization is clearly defining the job position
- ▶ The organization's policy to retain valuable employees

Question No: 8 (Marks: 1) - Please choose one

Which of the following is said to be an output of an organization?

- ▶ Human resource
- ▶ Physical assets
- ▶ **Goods & services**
- ▶ Financial reserves

Question No: 9 (Marks: 1) - Please choose one

Which of the following is a forecasting technique that involves experimenting a real-world situation through a mathematical model?

- ▶ **Simulation**
- ▶ Modeling
- ▶ Mock-up
- ▶ Replication

Question No: 10 (Marks: 1) - Please choose one

Which of the following test is used to measure a candidate's knowledge regarding job duties he/she is supposed to perform in a particular job position?

- ▶ Work knowledge test
- ▶ Trade knowledge test
- ▶ **Job knowledge test**
- ▶ Position knowledge test

Job Knowledge Tests

This sort of test is designed to measure a candidate's knowledge of the duties of the position for which he or she is applying.

Question No: 11 (Marks: 1) - Please choose one

The re-arrangement of organizational structure & change in organizational culture is accomplished during:

- ▶ Task analysis
- ▶ **Organizational analysis**
- ▶ Person analysis
- ▶ Management analysis

Question No: 12 (Marks: 1) - Please choose one

Which of the following is part of a manager's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Utilizing career development opportunities
- ▶ Participating in career development discussions
- ▶ **Establishing goals and career plans**

Reference

Question No: 13 (Marks: 1) - Please choose one

Miss. Fouzia wants to excel herself in the banking field by clearing the IBP Superior Qualification (ISQ) examination. But her current job's strict timings do not allow her to fulfill her plans. To address this problem, the bank could help her by:

- ▶ Providing her with a career coach
- ▶ Encouraging her to join a career success team
- ▶ **Facilitating her with flexible working hours**
- ▶ Suggesting her a better occupation to adopt

Question No: 14 (Marks: 1) - Please choose one

Which of the following is the main reason that lessens the effectiveness of 'Ranking Method' of job evaluation?

- ▶ Simplest method among all
- ▶ **Ranking judgments are subjective**
- ▶ Limited to small organizations
- ▶ Very time consuming & inefficient

Reference

Question No: 15 (Marks: 1) - Please choose one

Which one of the following is NOT a feature of 'Scanlon plan'?

- ▶ A philosophy of cooperation
- ▶ **An emphasis on individual achievement**
- ▶ An involvement system
- ▶ A sharing of ideas & issues

Scanlon plan provides a financial reward to employees for savings in labor costs that result from their suggestions

Question No: 16 (Marks: 1) - Please choose one

What type of pay plan is used when a worker is being paid for the number of units produced?

- ▶ Competency pay
- ▶ Job pay
- ▶ **Piecework pay**
- ▶ Bonus pay

Question No: 17 (Marks: 1) - Please choose one

If the political behavior is motivated by self-serving interests without taking into account the goals of the organization, the move would be considered as:

- ▶ Ethical

- ▶ Neutral
- ▶ **Unethical**
- ▶ Intense

Question No: 18 (Marks: 1) - Please choose one
According to which of the following view, "conflict should be encouraged and managed"?

- ▶ Traditional View
- ▶ Human Relations View
- ▶ **Interactionist View**
- ▶ Behavioral view

PPT slide of Lecture no. 36

Question No: 19 (Marks: 1) - Please choose one
Lack of concentration among employees is indicated as:

- ▶ Short-term physical symptom of stress
- ▶ Long-term physical symptom of stress
- ▶ **Behavioral symptom of stress**
- ▶ Internal symptom of stress

Question No: 20 (Marks: 1) - Please choose one
"Leaders are born not made". Which of the following theory depicts the given statement?

- ▶ **Trait Theory**
- ▶ Situational Theory
- ▶ Behavioral Theory
- ▶ Motivational Theory

Question No: 21 (Marks: 1) - Please choose one
Charismatic leaders are those who have the ability to:

- ▶ Resolve every problem prevailing in the organization
- ▶ **Influence others in a desired manner**
- ▶ Command over larger number of employees
- ▶ Strictly impose the set rules

Charismatic leaders have the ability to inspire and motivate people to do more than they would usually do.

Question No: 22 (Marks: 1) - Please choose one
"People can be trained to be effective leaders". This statement is said to be true as per which of the following theories?

- ▶ Trait Theory
- ▶ Situational Theory
- ▶ **Behavioral Theory**
- ▶ Motivational Theory

PPT slide of Lecture no.41

Question No: 23 (Marks: 1) - Please choose one
General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

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- ▶ Involved in practicing his referent power
- ▶ Involved in practicing legitimate power
- ▶ **Involved in a leadership process**
- ▶ Involved in making efforts to get favors from employees

Question No: 24 (Marks: 1) - Please choose one

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

Question No: 25 (Marks: 1) - Please choose one

Ms. Sadia always takes complex tasks as challenge rather than considering them as burden and tries to optimize her potential to handle the perceived challenges. Which one of the following traits depicts Sadia as a leader?

- ▶ Intelligence
- ▶ Knowledge
- ▶ Dominance
- ▶ **Self-confidence**

Question No: 26 (Marks: 1) - Please choose one

Which of the following skills are highly required by the supervisors to resolve various issues among employees?

- ▶ Tactical skills
- ▶ **Human skills**
- ▶ Technical skills
- ▶ Conceptual skills

Supervisors need technical skills to manage their area of specialty. All levels of management need human skills in order to interact and communicate with other people successfully.

Tactical skills (sometimes referred to as "hard skills" such as business fundamentals-finance, marketing, operations and also "soft skills" such as communication and team building), yet executive development is also used to evaluate future potential future executives as well as a mechanism for the CEO and the executive team to cascade their strategies, goals, and even elements of the culture to the rest of the management team and ultimately the organization.

Question No: 27 (Marks: 1) - Please choose one

A firm that recognizes the critical importance of continuous performance-related training and development and takes appropriate action is known as;

- ▶ Closed Organization
- ▶ Dynamic Organization
- ▶ **Learning Organization**
- ▶ Multi-directional Organization

Reference

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Question No: 28 (Marks: 1) - Please choose one

Which of the following can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems?

▶ **Committee Assignments**

- ▶ Simulations
- ▶ Outdoor Training
- ▶ Seminars

Committee Assignments: Committee Assignments can provide an opportunity for the employee to share in decision making, to learn by watching others, and to investigate specific organizational problems.

Question No: 29 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ Interesting work
- ▶ Promotion opportunities
- ▶ **Paid vacations**
- ▶ Working conditions

Question No: 30 (Marks: 1) - Please choose one

Which of the following means giving employees the authority, tools, and information they need to do their jobs with greater autonomy?

- ▶ Job enrichment
- ▶ **Empowerment**
- ▶ Job acknowledgement
- ▶ Job appraisal

Question No: 31 (Marks: 1) - Please choose one

Collective-bargaining process can't be completed without negotiations. What do management and union ensure?

- ▶ **That conflict is contained within manageable boundaries**
- ▶ Agreement between all parties should not be involved
- ▶ That conflict is always resolved by force
- ▶ It achieves a set of lasting agreements

Question No: 32 (Marks: 1) - Please choose one

"Administering an aversive consequence" refers to which of the following?

- ▶ **Punishment**
- ▶ Positive reinforcement
- ▶ Negative reinforcement
- ▶ Loyalty

Question No: 33 (Marks: 1) - Please choose one

Which of the following is considered as the last stage in the HRM/personnel development?

- ▶ Bureaucratic management
- ▶ Records and administration

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- ▶ Regulatory accountability
- ▶ **Competitive advantage**

Shift of personnel management to HRM took place in three stages:

1. Records and Administration
2. Accountability Regulations
3. Competitive Advantage

Question No: 34 (Marks: 1) - Please choose one

All of the following can be the action of management when firms are faced with the shortage of workers. EXCEPT

- ▶ Creative recruiting
- ▶ Employee referrals
- ▶ Job fairs
- ▶ **Layoffs**

Question No: 35 (Marks: 1) - Please choose one

Which of the following step comes first in the strategy process?

- ▶ **Determine desirable goals and/or strategies**
- ▶ Assess current situation and current strategy
- ▶ Search for and select suitable courses of action
- ▶ Implement changes

Question No: 36 (Marks: 1) - Please choose one

Which of the following is NOT a way of performing job analysis?

- ▶ Examining participants diary/log
- ▶ Observing the physical activity of assembly-line-workers
- ▶ **Reviewing exit interviews conducting with departing employees**
- ▶ Interviewing group of employees having same job

Question No: 37 (Marks: 1) - Please choose one

Which job analysis method is recommended for jobs like janitors, assembly line workers and accounting clerks?

- ▶ **Observation**
- ▶ Log/diary
- ▶ Structured questionnaire
- ▶ Technical conference

Direct observation is especially useful when jobs consist mainly of observable physical activity, jobs like those of janitor, assembly-line worker, and accounting clerk are examples.

Question No: 38 (Marks: 1) - Please choose one

Microsoft Corporation receives more than 12000 job applications per month. Which of the following can be a reason?

- ▶ Organizational image
- ▶ Job unattractiveness

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► **IT based jobs trend**

- Government's influence

Question No: 39 (Marks: 1) - Please choose one

Telenore Pakistan gives a mobile set to each of its employees after completing one year on the job. Which of the following kind of reward is offered by the organization?

- Intrinsic reward

► **Extrinsic reward**

- Pay-for-performance
► Competency- based reward

If a human is intrinsically good then they are good because they want to be, not for the reward so an intrinsically good reward is the feeling that you have done something good.

Extrinsical is the opposite they do a good deed to reap the rewards so an extrinsic reward is something like money or a prize it is an actual reward.

Question No: 40 (Marks: 1) - Please choose one

While downsizing, organizations sometimes reduce the number of employees by offering early retirements because:

► **HR requirement is less than existing number of employees**

- HR requirement is greater than the existing number of employees
► Company is expanding its manual operations and procedures
► Organizations can be more efficient by this action of management

Question No: 41 (Marks: 1) - Please choose one

Which of the following dimension of trust is characterized by reliability, predictability, and good judgment in handling situations?

- Uniformity

► **Consistency**

- Competence
► Integrity

Question No: 42 (Marks: 1) - Please choose one

Which group of employees may also be known as expatriates?

- Parent-country nationals
► Host-country nationals

► **Third-country nationals**

- Local-country nationals

Both options are correct.

Reference

Question No: 43 (Marks: 1) - Please choose one

The aspect of organizational culture that an employee can NOT see is

- Dressing code
► Language

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► **Role expectations**

- Daily work practices

Question No: 44 (Marks: 1) - Please choose one

Last month, it came to the knowledge of Tony's supervisor that he is using drugs. The supervisor talked to him about the rules of the organization that prohibit possession of narcotics or alcohol at workplace, and the consequences for such behavior that ultimately lead to dismissal. Yesterday, Tony has been fired because of having drugs with him. The action taken by management;

- Is totally unfair and biased
- Can reduce the motivational level of other employees
- **Sends a message to other employees about what will not be tolerated**
- Is against the privacy right of the employee

Question No: 45 (Marks: 1) - Please choose one

Which of the following stated law gives people the right to expect a certain base level of compensation for their work?

- Labor law
- **Minimum wage law**
- Employee privacy law
- Discrimination laws

Ppt Slide of Lecture no.38

Question No: 46 (Marks: 1) - Please choose one

Which of the following given statement is most appropriate regarding employee access to their employment history files?

- **Employee can demand to immediately see their file whenever they want**
- An employee may have access to file on a 24 hour turnaround time
- An employee may have access to file on giving one month prior application
- An employee may have no access to his employment history file

Question No: 47 (Marks: 1) - Please choose one

All of the following are considered as potential benefit of conflict EXCEPT

- Stimulates new ideas
- Promotes healthy competition
- **Facilitates downsizing**
- Energize behaviors

Question No: 48 (Marks: 1) - Please choose one

Qureshi as a team leader always supports the idea that conflict should be eliminated; he is supporting which of the following views of conflict?

- **The traditional view**
- The human relations view
- The interactionist view
- The optimistic view

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Traditional view says that "Conflicts are bad and should be avoided."

Question No: 49 (Marks: 3)

Differentiate horizontal vs diagonal communication in organization.

Answers: Horizontal communication is message between department or people in the same department. Managers used to improve communication between individual and committees.

While as Interactions two or more hierarchical levels apart or one hierarchal level apart but outside the direct chain of command.

Question No: 50 (Marks: 3)

Being HR manager of a global firm what would you advice the selection criteria of employees for international assignments?

Question No: 51 (Marks: 5)

What measures should be taken to handle organizational politics?

Question No: 52 (Marks: 5)

What could be the criteria for measuring performance of an employee?

Question No: 53 (Marks: 5)

In your opinion, what are some of the reasons for increased interest in family-friendly corporate benefits? Do organizations are offering just because of following as a trend? Or it really gives some benefit to the organization. Discuss.

FINAL TERM EXAMINATION

Spring 2010

MGT501- Human Resource Management

Solved By vuZs Team

vuzshelp@gmail.com

www.vuzs.net

Time: 90 min

M a r k s: 69

MGT501 - Human Resource Management - Question No: 1 (M a r k s: 1)

Which of the following structure is formed to facilitate the work flow for goals achievement?

- ▶ Society
- ▶ **Organization**
- ▶ Union
- ▶ Government

MGT501 - Human Resource Management - Question No: 2 (M a r k s: 1)

The set of tasks & duties assigned to a particular person is said to be his/her:

- ▶ Position
- ▶ Duty
- ▶ **Responsibility**
- ▶ Work

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MGT501 - Human Resource Management - Question No: 3 (Marks: 1)

Controlling is mandatory to:

- ▶ Small & medium enterprises
- ▶ Private organizations
- ▶ **All of the given options**
- ▶ Large organizations

MGT501 - Human Resource Management - Question No: 4 (Marks: 1)

Entrepreneurs are said to perform the:

- ▶ Interpersonal role
- ▶ Informational role
- ▶ Supportive role
- ▶ **Decisional role**

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MGT501 - Human Resource Management - Question No: 5 (Marks: 1)

A new circular was issued by the top management of the organization to conduct performance appraisal of each employee after completion of one year of his/her service, which term best describes the above situation?

- ▶ Project based method
- ▶ Focal point method
- ▶ **Anniversary method**
- ▶ Base timings method

MGT501 - Human Resource Management - Question No: 6 (Marks: 1)

As an HR manager you have collected and reviewed the information\data related to a particular job, while conducting the job analysis. What will be your next step in this situation?

- ▶ Maintaining and updating the jobs
- ▶ Identify objectives of job analysis
- ▶ **Identify the job to be analyzed**
- ▶ Draft job description & job specification

MGT501 - Human Resource Management - Question No: 7 (Marks: 1)

Which one of the following data collection tool you prefer in order to obtain information from large number of employees in short time period for job analysis?

- ▶ **Questionnaires**
- ▶ Interviews
- ▶ Observations
- ▶ Employee diaries

A MGT501 - Human Resource Management - Questionnaire is a quick and efficient way to obtain information from a large number of employees; it's less costly than interviewing hundreds of workers.

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MGT501 - Human Resource Management - Question No: 8 (Marks: 1)

What could be the main consideration of an HR manager during recruitment?

- ▶ Outsource the employee selection to recruiting agencies
- ▶ Screen the pool of appropriate applicants
- ▶ **Attract a large number of applicants**
- ▶ Only hire the experienced candidates

MGT501 - Human Resource Management - Question No: 9 (Marks: 1)

Which of the given employment testing approach requires individuals to perform activities similar to those they might encounter in an actual job?

- ▶ In-basket technique
- ▶ **Role playing**
- ▶ Interview simulations
- ▶ Case study

MGT501 - Human Resource Management - Question No: 10 (Marks: 1)

Which of the following department is responsible for handling safety & health issues of employees?

- ▶ **HR department**
- ▶ Procurement department
- ▶ Finance department
- ▶ Marketing department

MGT501 - Human Resource Management - Question No: 11 (Marks: 1)

Which of the following is a goal-directed summary of a person's experience, education and training developed for use in the selection process?

- ▶ **Curriculum vitae**
- ▶ Educational record
- ▶ Career goal
- ▶ Interview

Reference

MGT501 - Human Resource Management - Question No: 12 (Marks: 1)

Shehzad planned to retire from his company because he would get a better package after 30 years of service. However, according to him without a job it would be difficult for him to spend time so he may consider other options. What do you suggest for him?

- ▶ Explanation of social security benefits
- ▶ Pursue career outside the company
- ▶ Counseling to utilize leisure time
- ▶ **All of the given options**

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MGT501 - Human Resource Management - Question No: 13 (Marks: 1)

Which of the following term is used to represent the shift in job position without any change in salary or grade?

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- ▶ Promotion
- ▶ **Transfer**
- ▶ Demotion
- ▶ Resignation

MGT501 - Human Resource Management - Question No: 14 (Marks: 1)

The process through which someone becomes aware of his/her personal skills, interests, knowledge, motivations; acquires information about opportunities; identifies career goals; and establishes action plans to attain those goals, is known as:

- ▶ Organizational development
- ▶ Career management
- ▶ Career development
- ▶ **Career planning**

Reference

MGT501 - Human Resource Management - Question No: 15 (Marks: 1)

Which of the following plays a role in providing timely performance feedback, development assignments and support in career development of employees?

- ▶ Individual
- ▶ **Manager**
- ▶ Company
- ▶ Human resource specialist

Reference

MGT501 - Human Resource Management - Question No: 16 (Marks: 1)

Which of the following plays a role in providing training & development opportunities and career information & programs in career development of employees?

- ▶ Individual
- ▶ Manager
- ▶ Supervisor
- ▶ **Organization**

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MGT501 - Human Resource Management - Question No: 17 (Marks: 1)

Company's financial statements represent which of the following?

- ▶ Customer satisfaction
- ▶ Material wastage
- ▶ **Monthly sales growth**
- ▶ Product life-cycle

MGT501 - Human Resource Management - Question No: 18 (Marks: 1)

Rewards offered to individuals serving at the managerial positions on monthly basis are termed as:

- ▶ Commission
- ▶ **Salary**
- ▶ Wage

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- ▶ Bonus

MGT501 - Human Resource Management - Question No: 19 (Marks: 1)

Which of the following is NOT included in the indirect benefits?

- ▶ Medical assistance
- ▶ **Gain sharing**
- ▶ Pension plans
- ▶ Paid vacations



MGT501 - Human Resource Management - Question No: 20 (Marks: 1)

Which incentive plan focuses on co-operation between managers and employees through sharing thier problems, goals and ideas?

- ▶ Improshare plan
- ▶ **Scanlon plan**
- ▶ Profit-sharing plan
- ▶ Stock ownership plan

MGT501 - Human Resource Management - Question No: 21 (Marks: 1)

In the negotiation process, bargaining issues like deciding product price & design, deciding about new jobs etc. comes under:

- ▶ Labor issues
- ▶ Mandatory issues
- ▶ **Permissive issues**
- ▶ Prohibited issues

MGT501 - Human Resource Management - Question No: 22 (Marks: 1)

The system designed to solve employees' physical, mental and emotional problems is known as:

- ▶ EAP (Employee Assistance Programs)
- ▶ ERISA (Employee Retirement Income Security Act)
- ▶ PBGC (Pension Benefit Gauranty Corporation)
- ▶ **OSHA (Occupational Safety & Health Administration)**

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MGT501 - Human Resource Management - Question No: 23 (Marks: 1)
Smoking is strictly prohibited in all organizations & public places according to rules imposed by federal government as part of:

- ▶ **Statutory rights**
- ▶ Contractual rights
- ▶ Employee rights
- ▶ Management rights

MGT501 - Human Resource Management - Question No: 24 (Marks: 1)
“People can be trained to be effective leaders”. This statement is said to be true as per which of the following theories?

- ▶ Trait Theory
- ▶ Situational Theory
- ▶ **Behavioral Theory**
- ▶ Motivational Theory

MGT501 - Human Resource Management - Question No: 25 (Marks: 1)
Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

MGT501 - Human Resource Management - Question No: 26 (Marks: 1)
According to which of the following it is better to convince the employees to abide by the company's rules, rather than promptly responding with written or oral warnings to employees?

- ▶ Hot stove rule
- ▶ **Positive discipline**
- ▶ Progressive discipline
- ▶ Implied discipline

MGT501 - Human Resource Management - Question No: 27 (Marks: 1)
Background and reference checks are made by HR department while hiring employees to:

- ▶ Evaluate employee's capability
- ▶ Meet requirements of federal law
- ▶ Check employee's communication network
- ▶ **Check authenticity of provided information**

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MGT501 - Human Resource Management - Question No: 28 (Marks: 1)
Which of the following terms correctly represents different types of managers?

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► **Tactical, operational, functional**

- Tactical, operational, strategic
- Executive, CEO, director
- Dimensional, functional, strategic

MGT501 - Human Resource Management - Question No: 29 (Marks: 1)

Ahmed has provided the personal contact numbers of his subordinates to one of his friends who is working as an insurance agent in a private insurance firm, to help him in achieving his monthly sales target. This practice is:

► **Prohibited by the privacy rights**

- Violation of employment at will
- Implementation of discrimination law
- Clear violation of labor laws

MGT501 - Human Resource Management - Question No: 30 (Marks: 1)

Learning about oneself is referred as;

- Self Actualization
- **Self Assessment**
- Self Reading
- Self Rationalization

MGT501 - Human Resource Management - Question No: 31 (Marks: 1)

Classify which of the following statement is true?

- All leaders are not manager
- **All managers are not leaders**
- All managers are leader
- Managers are confusing in nature

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MGT501 - Human Resource Management - Question No: 32 (Marks: 1)

Which of the following is not included in intrinsic rewards?

- **Retirement**
- Interesting work
- Promotion opportunities
- Working conditions

MGT501 - Human Resource Management - Question No: 33 (Marks: 1)

Which of the following right provides the shield from discrimination, secure working condition, union construction ?

- **Statutory rights**
- Contractual rights
- Employee rights
- Management rights

MGT501 - Human Resource Management - Question No: 34 (Marks: 1)

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The power of manager to punish his subordinate comes under which type of power?

- ▶ Rewarded power
- ▶ Coercive power
- ▶ Referent power
- ▶ **Legitimate power**

MGT501 - Human Resource Management - Question No: 35 (Marks: 1)

Which of the following views of conflict argues that some conflict is absolutely necessary for a group to perform effectively?

- ▶ **Human relations**
- ▶ Interactionist
- ▶ Traditional
- ▶ Functional

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MGT501 - Human Resource Management - Question No: 36 (Marks: 1)

Which one is the most common industrial action that unions take ?

- ▶ Unofficial action
- ▶ Meeting with higher management
- ▶ **Strike action**
- ▶ Absence

MGT501 - Human Resource Management - Question No: 37 (Marks: 1)

Recruiting efforts are usually lighter in which of the following organizations?

- ▶ Organizations that are large, rather than small
- ▶ Organizations that are private, rather than government
- ▶ Organizations that have poor, rather than good, compensation packages
- ▶ Organizations that have good, rather than poor, working conditions

MGT501 - Human Resource Management - Question No: 38 (Marks: 1)

When the economy is stagnant and unemployment levels are high then;

- ▶ Organizations can not attract the applicants
- ▶ **Organizations have to put much effort for attracting applicants**
- ▶ Organizations can recruit employees from the global market
- ▶ Organizations can obtain large applicant pool with very little effort

MGT501 - Human Resource Management - Question No: 39 (Marks: 1)

The position of receptionist is vacant at Furniture Point, as a part of selection process each applicant is required to come and work for a day before final hiring decision are made. Why?

- ▶ This is a way to get work done with out paying
- ▶ This is an easy way of filling a vacancy
- ▶ **This is a technique used to evaluate applicant's capabilities**
- ▶ This process is very hectic and time consuming

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MGT501 - Human Resource Management - Question No: 40 (Marks: 1)
How the workers involved in highly repetitive tasks can be motivated?

- ▶ Recruit and select employee that are fit for the job
- ▶ Create pleasant working environment
- ▶ Mechanize the most distasteful aspects of job
- ▶ **All of the given above**

MGT501 - Human Resource Management - Question No: 41 (Marks: 1)
It is said that stress is not always have negative effects sometimes the right amount of stress can play positive roles in our lives such as

- ▶ Encourage us to achieve goals
- ▶ Provide needed energy boosts
- ▶ Preparing us to meet difficult challenges
- ▶ **All of the given options**

MGT501 - Human Resource Management - Question No: 42 (Marks: 1)
Which of the following is NOT an organizational factor related to stress?

- ▶ Economic conditions
- ▶ Task demands
- ▶ **Role demands**
- ▶ Interpersonal demands

MGT501 - Human Resource Management - Question No: 43 (Marks: 1)
Which of the following dimension of trust is characterized by reliability, predictability, and good judgment in handling situations?

- ▶ Uniformity
- ▶ **Consistency**
- ▶ Competence
- ▶ Integrity

MGT501 - Human Resource Management - Question No: 44 (Marks: 1)
Which of the following is MOST likely to affect the building of trust within a relationship?

- ▶ Integrity
- ▶ **Loyalty**
- ▶ Consistency
- ▶ Openness

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MGT501 - Human Resource Management - Question No: 45 (Marks: 1)
_____ are importers and exporters, they have no investment outside of their home country.

- ▶ International companies
- ▶ Multinational companies

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▶ Global companies

▶ **Transnational companies**

MGT501 - Human Resource Management - Question No: 46 (Marks: 1) -

Please choose vu zs one

Which of the following statement describes the term “franchising”?

▶ **Parent company grants another firm the right to do business in a prescribed manner**

▶ Company allow another firm the right to do business with out any license or contract

▶ Organization grants a foreign firm the right to use intellectual properties

▶ Parent company sells its products exclusively in a particular area

MGT501 - Human Resource Management - Question No: 47 (Marks: 1)

When people in a country accept the fact that power in institutions and organizations is distributed unequally then they are pointing which of the following dimension of culture?

▶ **Power distance**

▶ Individualism

▶ Uncertainty avoidance

▶ Masculinity/femininity

MGT501 - Human Resource Management - Question No: 48 (Marks: 1)

The aspect of organizational culture that an employee can NOT see is:

▶ What motivates people

▶ Tempo of work

▶ **Attitude toward authority**

▶ All of the given options

MGT501 - Human Resource Management - Question No: 49 (Marks: 3)

Outline three bedrock functions of HRM communication programs?

MGT501 - Human Resource Management - Question No: 50 (Marks: 3)

Mention any three reasons of failure of international assignments and also give its remedies.

MGT501 - Human Resource Management - Question No: 51 (Marks: 5)

What could be the criteria for measuring performance of an employee?

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MGT501 - Human Resource Management - Question No: 52 (Marks: 5)

Conflict at work place is not always in favor of management. What kind of output management has to bear when conflicts appear?

MGT501 - Human Resource Management - Question No: 53 (Marks: 5)

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What do you believe stress is always dysfunctional or functional? Recall your past experiences and state any one of them in which stress provoked you to perform better or reduced your efficiency.

FINALTERM EXAMINATION
Spring 2010
MGT501- Human Resource Management (Session - 3)
Solved By umeed.e.subh
www.vuzs.net

Time: 90 min
Marks: 69

Question No: 1 (Marks: 1) - Please choose one
Which one is the main source of inputs for an organization?

- ▶ External environment
- ▶ Competitor's move
- ▶ Rules & policies
- ▶ **Internal environment**

Question No: 2 (Marks: 1) - Please choose one
Which of the following is NOT a part of Job specification?

- ▶ Employee's personality traits
- ▶ **Employee's responsibilities**
- ▶ Employee's educational background
- ▶ Employee's work experience

A job specification is a document containing the minimum acceptable qualifications that a person should possess in order to perform a particular job. Items typically included in the job specification are educational requirements, experience, personality traits, and physical abilities.

Question No: 3 (Marks: 1) - Please choose one
Which of the following is considered as the MOST reliable data collection source needed for job analysis?

- ▶ **Experienced job analyst**
- ▶ Top leading managers
- ▶ Employees of that particular job
- ▶ Head of the department

Question No: 4 (Marks: 1) - Please choose one
Job description concentrates on _____ and job specification on _____, that incumbent must possess to perform the job.

- ▶ Knowledge & skills, Content of work
- ▶ **Duties & Responsibilities, Qualification**
- ▶ General working conditions, Duties
- ▶ Content of work, Context of work

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Question No: 5 (Marks: 1) - Please choose one
_____ refers to a set of expected behavior patterns attributed to someone who occupies a given position in a social unit.

- ▶ Norm
- ▶ Perception
- ▶ **Role**
- ▶ Stereotyping

Question No: 6 (Marks: 1) - Please choose one
Which one is NOT the reason of joining groups by people?

- ▶ To get affiliation
- ▶ To gain power
- ▶ To get security
- ▶ **To get promotions**

Question No: 7 (Marks: 1) - Please choose one
Which of the following method uses organization's current level of employment as the starting point while estimating the future staffing needs of an organization?

- ▶ Project forecasting
- ▶ Conjecture forecasting
- ▶ Labor forecasting
- ▶ **Zero-base forecasting**

Question No: 8 (Marks: 1) - Please choose one
Job specification is an important tool while:

- ▶ Dealing with health & safety issues
- ▶ **Conducting selection process**
- ▶ Defining rules & procedures
- ▶ Determining opportunities for an organization

Question No: 9 (Marks: 1) - Please choose one
The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

- ▶ Application ratio
- ▶ Recruitment ratio
- ▶ **Selection ratio**
- ▶ Employment ratio

Reference

Question No: 10 (Marks: 1) - Please choose one
Developed countries usually refer to the developing or underdeveloped nations to get the benefit of cheap labor, hiring made on such basis is referred as:

- ▶ Parent-country national
- ▶ Host-country national

▶ **Third-country national**

▶ Headquarter national

Question No: 11 (Marks: 1) - Please choose one

Organization, where employees are provided with the opportunity to learn on continuous basis is known as:

- ▶ Formal
- ▶ Informal
- ▶ Bureaucratic
- ▶ **Learning**

Question No: 12 (Marks: 1) - Please choose one

Which of the following area is NOT included in Human Resource Development?

- ▶ **Orientation**
- ▶ Education
- ▶ Development
- ▶ Compensation

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Question No: 13 (Marks: 1) - Please choose one

Employee commitment had suffered a lot in recent years due to which of the following reasons?

- ▶ **Structural downsizing**
- ▶ Skill inadequacy
- ▶ Rational appraisals
- ▶ Organizational expansion

Question No: 14 (Marks: 1) - Please choose one

Which of the given statement best reflects the employees' inclination towards transfers?

- ▶ Increase their compensation packages
- ▶ Keep them away from the restrictions of head office
- ▶ Bring a change in the routine that pass a positive effect
- ▶ **Provide career advancement opportunities**

Question No: 15 (Marks: 1) - Please choose one

Which of the following term is used to represent the shift in job position without any change in salary or grade?

- ▶ Promotion
- ▶ **Transfer**
- ▶ Demotion
- ▶ Resignation

Question No: 16 (Marks: 1) - Please choose one

Company's financial statements represent which of the following?

- ▶ Customer satisfaction

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- ▶ Material wastage
- ▶ **Monthly sales growth**
- ▶ Product life-cycle

Question No: 17 (Marks: 1) - Please choose one
Which performance appraisal technique lists the traits and a range of performance?

- ▶ Paired comparison
- ▶ Management by objective
- ▶ **Alternation ranking**
- ▶ Graphic rating scale

Reference

Question No: 18 (Marks: 1) - Please choose one
Which of the following methods of performance appraisal includes evaluating performance by assigning predetermined percentages of rates into performance categories?

- ▶ Alternation ranking
- ▶ Paired comparison
- ▶ **Forced distribution**
- ▶ Graphic ranking scale

Reference

Question No: 19 (Marks: 1) - Please choose one
Which of the following performance appraisal method is worthless, when jobs are entirely different from each other?

- ▶ Ranking method
- ▶ Factor comparison method
- ▶ Classification method
- ▶ **Point factor method**

Question No: 20 (Marks: 1) - Please choose one
On achieving maximum recovery of dead loans, the bank has awarded Mr. Ali (recovery officer), with the title of “best employee” for the month. This award title is said to be:

- ▶ The most expensive reward for him
- ▶ The extrinsic reward for him
- ▶ The motivational effort made by the bank
- ▶ **The intrinsic reward to appraise his efforts**

Question No: 21 (Marks: 1) - Please choose one
All of the following are examples of direct compensation, EXCEPT:

- ▶ **Pension**
- ▶ Salary
- ▶ Bonus
- ▶ Commission

Question No: 22 (Marks: 1) - Please choose one

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Power attained by a person through his/her structured position within the organization is:

- ▶ Coercive power
- ▶ Expert power
- ▶ Referent power
- ▶ **Legitimate power**

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Question No: 23 (Marks: 1) - Please choose one

If the political behavior is motivated by self-serving interests without taking into account the goals of the organization, the move would be considered as:

- ▶ Ethical
- ▶ Neutral
- ▶ **Unethical**
- ▶ Intense

Question No: 24 (Marks: 1) - Please choose one

According to which of the following view "conflict is a natural occurrence and we should accept it"?

- ▶ **Human Relations View**
- ▶ Interactionist View
- ▶ Behavioral view
- ▶ Traditional View

Question No: 25 (Marks: 1) - Please choose one

Communication in which information flows from the top of the organizational management hierarchy to the employees telling them what is the mission and what are the policies of the organization is known as:

- ▶ Diagonal communication
- ▶ Horizontal communication
- ▶ Upward communication
- ▶ **Downward communication**

Question No: 26 (Marks: 1) - Please choose one

'An organization cannot terminate an individual, based on his/her age in order to save some money for the organization .' The given statement falls under:

- ▶ **Statutory rights**
- ▶ Public policy
- ▶ Employee rights
- ▶ Management rights

Question No: 27 (Marks: 1) - Please choose one

Assessing an employee's probable success in handling a foreign transfer and the best predictor of future success is proved to be:

- ▶ Job competence
- ▶ **Past international travel**
- ▶ Language skills

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- ▶ Extraversion

Question No: 28 (Marks: 1) - Please choose one
_____ is the early return of an expatriate manager to the home country without completion of an overseas assignment.

- ▶ Culture shock
- ▶ Expatriate return
- ▶ **Expatriate failure**
- ▶ Repatriation

Question No: 29 (Marks: 1) - Please choose one
General practice carried out by Mr. Aslam is to encourage the participation of his subordinates while making departmental decisions. He is therefore said to be:

- ▶ Involved in practicing his referent power
- ▶ Involved in practicing legitimate power
- ▶ **Involved in a leadership process**
- ▶ Involved in making efforts to get favors from employees

Question No: 30 (Marks: 1) - Please choose one
Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

Question No: 31 (Marks: 1) - Please choose one
Leadership will mostly be considered failed if:

- ▶ Leaders are appointed by top management
- ▶ Leader established high goals to be achieved
- ▶ Leader also plays the role of a manager in an organization
- ▶ **Followers stop sharing their issues with a leader**

Question No: 32 (Marks: 1) - Please choose one
Overstating the performance records by an employee in front of management is considered which of the following?

- ▶ Theft
- ▶ Damage
- ▶ **Dishonesty**
- ▶ Insubordination

Question No: 33 (Marks: 1) - Please choose one
Background and reference checks are made by HR department while hiring employees to:

- ▶ Evaluate employee's capability
- ▶ Meet requirements of federal law

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- ▶ Check employee's communication network
- ▶ **Check authenticity of provided information**

Question No: 34 (Marks: 1) - Please choose one

Which of the following employee benefits are legally imposed on organizations?

- ▶ **Social security**
- ▶ Stock options
- ▶ Care centers
- ▶ Flexible hours

Question No: 35 (Marks: 1) - Please choose one

Mr. Ahmed was working as a computer operator, but he was unable to work in Ms Excel with the required speed. Due to this reason management has forcefully retired him & appointed a new person to replace him, the company is said to be indulged in:

- ▶ **Rightsizing**
- ▶ Affirmative action
- ▶ Downsizing
- ▶ Discrimination

Question No: 36 (Marks: 1) - Please choose one

Expertise in a particular field/area helps leaders in:

- ▶ **Building their power to influence followers**
- ▶ Increasing their referent power to influence others
- ▶ Enhancing their political network
- ▶ Creating upward communication channel

Question No: 37 (Marks: 1) - Please choose one

Which of the following is not included in extrinsic rewards?

- ▶ Working conditions
- ▶ **Recreation**
- ▶ Salary
- ▶ Wage

Question No: 38 (Marks: 1) - Please choose one

According to the interactionist view about conflict which one of the following is the most appropriate advantage of conflict within the organization?

- ▶ **Creativity is there but not synergy**
- ▶ Creativity & synergy
- ▶ Synergy is there but not creativity
- ▶ Create trust for employee

Question No: 39 (Marks: 1) - Please choose one

Independence, achievement, freedom, status, recognition, and self-esteem come under which stage of Maslow hierarchy of need?

- ▶ First

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- ▶ Second
- ▶ Third
- ▶ **Fourth**

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Question No: 40 (Marks: 1) - Please choose one

Which of the following types of group role is recognized as functional by the literature?

▶ **Task oriented roles and relationship roles**

- ▶ Task oriented roles and individual roles
- ▶ Relationship roles and self serving roles
- ▶ Interest pleader role and self confessor role

Question No: 41 (Marks: 1) - Please choose one

Retirements, dismissals, transfers, layoffs, voluntary turnover and prolonged illness or death can be cause of which of the following?

▶ **Decrease in internal supply**

- ▶ Increase in internal supply
- ▶ Decrease in external supply
- ▶ Increase in external supply

Question No: 42 (Marks: 1) - Please choose one

Under which of the following situation would a team-based compensation most likely function well?

- ▶ A situation in which a team of workers perform interdependent tasks

▶ **A situation in which a team of workers perform independent tasks**

- ▶ A situation in which a team of workers have homogenous skills and competencies
- ▶ A situation in which a team of workers have mutual distrust for each other

Question No: 43 (Marks: 1) - Please choose one

Which of the following is NOT considered as a role of line managers in organizational health and safety program?

▶ **Investigate accidents details**

- ▶ Help employees to work safely
- ▶ Ensure workers are doing job in safe environment
- ▶ Develop health and safety program

Question No: 44 (Marks: 1) - Please choose one

A key recommendation for improving self confidence is to

- ▶ Study the defeats of other people
- ▶ Criticize others rather than oneself
- ▶ **Develop positive thinking approach**
- ▶ Remember your life's failure events

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Question No: 45 (Marks: 1) - Please choose one

Which of the given statement is true according to the behavioral leadership school of thought?

- ▶ Leadership behaviors can not be developed
- ▶ **Leaders are born with leadership behaviors**
- ▶ Leadership skills can be trained
- ▶ Women generally make better leaders than men

Question No: 46 (Marks: 1) - Please choose one

Which of the following statement describes the term “franchising”?

- ▶ **Parent company grants another firm the right to do business in a prescribed manner**
- ▶ Company allow another firm the right to do business with out any license or contract
- ▶ Organization grants a foreign firm the right to use intellectual properties
- ▶ Parent company sells its products exclusively in a particular area

Question No: 47 (Marks: 1) - Please choose one

Which of the following is/are the aspects of culture which you can see?

- ▶ Dressing code
- ▶ Language
- ▶ Daily work practices
- ▶ **All of the given options**

Question No: 48 (Marks: 1) - Please choose one

All of the following are issues that appear consistently throughout labor contracts EXCEPT

- ▶ Wages
- ▶ Working hours
- ▶ Grievance
- ▶ **Technology transfer**

Question No: 49 (Marks: 3)

How ‘situation’ affects the leadership process?

The ‘situation’ has certain affects on the leadership process with regard to participating, delegating, selling or telling. The leader should adapt accordingly to the task on hand. He should try to have the in-group inclusive as suggested by the Leader-Member Exchange theory. The leader should exhibit and have the qualities to transform him self according to the situation.

Question No: 50 (Marks: 3)

Describe any three major reasons of designing human resource management communication programs?

- Communication between the employee and the management, so that the efficiency is not affected and burnouts are avoided at all costs.

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- To instill the confidence in the employee that he is part of the decision making process and ensuring group cohesiveness (two way communication).
- Assists the management in exercising control over the employees giving way to a sharing of information and knowledge (top-down communication)

Question No: 51 (Marks: 5)

What are the different challenges which management can face when motivating employees?

The challenges faced are multi varied and multi faceted. These may include,

- Work force diversity – this forces the manager to adopt different motivational methods and techniques because of a heterogeneous group.
- Retaining and motivating qualified entry-level employees which usually results in fewer entry level employees and the manager has to invest on the others to train.
- Organizational restructuring affects the employees behavior and he avoids taking any risks resulting in the development and discovery of new products.
- An oversupply of managers for very few seats available negatively affects the people who want to climb the ladder.

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Question No: 52 (Marks: 5)

What are five factors associated with the success of international assignments? Is there any one factor which is more important than the others? Explain.

They are as follows:-

- Selection
- Training
- Compensation
- Career development
- EEO – Equal Employment Opportunity

Selection is the most important factor of all since it encompasses the basic ingredients which would eventually lead towards the progress of any organization. The selection would encompass whether the prospective employee has had any experience of any international assignment; is he comfortable in the environment of a diverse work force; does he/she has the capacity to adjust to the new culture. To sum it up, the cultural sensitivity and its absorption would be the bottom line for the selection.

Question No: 53 (Marks: 5)

What factors explain the decline in unionization for the last half century? Do you think the unions in organizations should completely die or they should continue?

They may be elicited as following,

- Effective communication between the employee and the management.
- Effective supervision in terms of first line supervision.
- Better work environment with regard to safety and health hazards being in place.
- Implementation of better compensation packages and benefits.

In my opinion, unions in organizations should continue, since there should be some platform of the employees from where employees are able to raise their voices in unison in case the management neglects the employee rights and their welfare.

FINALTERM EXAMINATION

Fall 2008

Solved by vuZs Team

Mehreen Humayun

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Question No: 1 (Marks: 1) - Please choose one
Which of the following statement shows the starting point in strategic management process?

Analyzing current mission, strategies and objectives

- ☐ Identifying opportunities and threats
- ☐ Conducting an environmental scan
- ☐ Identifying opportunities and weaknesses

Question No: 2 (Marks: 1) - Please choose one
The supplies or raw materials needed to create a product are called:

- ☐ Outputs
- ☐ Investments
- ☐ Processes
- ☒ Inputs**

Question No: 3 (Marks: 1) - Please choose one
To maximize the speed of communication, managers should use which of the following networks?

- ☐ Social
- ☐ Neural
- ☐ Chain
- ☒ Wheel**

Question No: 4 (Marks: 1) - Please choose one
Which of the following is selected by the source and may be formal for job-related messages or informal for personal or social messages?

- Message
- Channel
- Feedback**
- Noise

Question No: 5 (Marks: 1) - Please choose one

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Tone of voice, posture and nonverbal facial expressions are examples of which of the following?

- ☒ **Body language**
- ☐ Feelings
- ☐ Formal communication
- ☐ Informal Communication

Question No: 6 (Marks: 1) - Please choose one

All of the following are advantages of oral communication EXCEPT:

- ☐ It is easy to use
- ☒ **It is accurate**
- ☐ It facilitates feedback
- ☐ It can be done with little preparation

Question No: 7 (Marks: 1) - Please choose one

Which of the following leaders provide vision and sense of mission, instill pride and gain the respect and trust of their followers?

- ☐ Transactional
- ☒ **Charismatic**
- ☐ Supportive
- ☐ Directive

Charisma is the leader's ability to inspire pride, faith, and respect; to recognize what is really important, and to articulate effectively a sense of mission, or vision, that inspires followers.

Question No: 8 (Marks: 1) - Please choose one

Women tend to use which of the following leadership style?

- ☐ Autocratic
- ☐ Laissez-faire
- ☐ Dictatorial
- ☒ **Democratic**

Question No: 9 (Marks: 1) - Please choose one

A leader who involves employees in decision making, delegates authority and allows employees to have direct input into the final decision is using which of the following leadership style?

- ☐ Democratic-participative
- ☒ **Laissez-faire**
- ☐ Autocratic
- ☐ Democratic-consultative

Question No: 10 (Marks: 1) - Please choose one

According to Herzberg's Motivation-Hygiene Theory, which of the following is NOT a motivator?

- ☐ Recognition
- ☐ Responsibility
- ☐ Advancement

☒ **Status**

Question No: 11 (Marks: 1) - Please choose one

"Employees dislike work, they are lazy, dislike responsibilities and must be coerced to perform". Which of the following best describes this statement?

- ☐ Hygiene Factor Theory
- ☐ Resistance theory

☒ **Theory X**

- ☐ Two factors theory

Question No: 12 (Marks: 1) - Please choose one

According to Maslow's hierarchy of needs, which needs are predominantly satisfied internally?

- ☐ Safety
- ☒ **Esteem**
- ☐ Physiological
- ☐ social

Question No: 13 (Marks: 1) - Please choose one

What should a manager do while motivating employees?

- ☐ Increase wages and salaries
- ☐ Incorporate promotional opportunities

☒ **Recognize individual differences**

- ☐ Use employee-recognition program

Question No: 14 (Marks: 1) - Please choose one

Which of the following factor is more important for men than women?

- ☐ Opportunity to learn
- ☐ Flexibility

☒ **Autonomy**

- ☐ Convenient

Question No: 15 (Marks: 1) - Please choose one

All of the following factors are the most challenging for the managers in today's competitive world EXCEPT:

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- ☐ Meet the market demand of products
- ☒ **Motivating competitors to do work efficiently**
- ☐ Facing the competition
- ☐ Environmental uncertainty

Question No: 16 (Marks: 1) - Please choose one

Which of the following organization has a limitless span of control?

- ☐ Learning
- ☒ **Boundaryless**
- ☐ Team
- ☐ Matrix

Question No: 17 (Marks: 1) - Please choose one

A structure that is characterized by narrow span of management and many hierarchical levels is:

- ☒ **Tall Structure**
- ☐ Flat Structure
- ☐ Matrix Structure
- ☐ Divisional Structure

Question No: 18 (Marks: 1) - Please choose one

A company would have a characteristic of a mechanistic organization if:

- ☐ It contained cross-functional teams
- ☒ **It had narrow spans of control**
- ☐ There is low formalization
- ☐ There is a free flow of information

A mechanistic organization is an organizational structure that is characterized by high specialization, rigid departmentalization, narrow spans of control, high formalization, a limited information network, and little participation in decision making by low-level employees.

Question No: 19 (Marks: 1) - Please choose one

Which of the following processes allows lower level employees to be involved in decision-making?

- ☐ Departmentalization
- ☐ Unity of command
- ☐ Span of control
- ☒ **Decentralization**

Question No: 20 (Marks: 1) - Please choose one

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Identify the organizational design process which has a potential weakness that, managers will not be able to provide necessary leadership and support?

- ☐ Span of control
- ☒ **Decentralization**
- ☐ Departmentalization
- ☐ Chain of command

Question No: 21 (Marks: 1) - Please choose one

An organization that wants to be more responsive to changes in its environment, especially to customers, is likely to have which kind of organization structure?

- ☐ Decentralized
- ☐ Very formal and rule oriented
- ☐ Highly centralized
- ☒ **Mechanistic**

Question No: 22 (Marks: 1) - Please choose one

Employees with more training and experience are able to work with less direct supervision which is the characteristics of which of the following?

- ☐ Wide span of control and a flatter organization
- ☐ Violates Fayol's principle of chain of command
- ☐ A highly centralized organization
- ☒ **Very narrow span of control and more levels of managers**

Question No: 23 (Marks: 1) - Please choose one

Explicit job descriptions and clearly defined procedures are part of which of the following organizational design process?

- ☒ **Formalized**
- ☐ Process
- ☐ Centralized
- ☐ Functional

Question No: 24 (Marks: 1) - Please choose one

The accounting department in an organization is an example of which of the following?

- ☐ Product departmentalization
- ☐ Customer departmentalization
- ☒ **Functional departmentalization**
- ☐ Geographical departmentalization

Question No: 25 (Marks: 1) - Please choose one

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In BCG matrix which of the following businesses have a large share of a market that are not expected to grow substantially?

- ☐ Dogs
- ☐ Question mark
- ☐ Star
- ☒ **Cash cow**

Question No: 26 (Marks: 1) - Please choose one

A strategy in which an organization seeks to distinguish itself from competitors through the quality of its products or services is called:

- ☐ Deliberate strategy
- ☒ **Differentiation strategy**
- ☐ Emergent strategy
- ☐ Focus Strategy

Differentiation may occur in brand image, technology, customer service, features, quality, and election.

Question No: 27 (Marks: 1) - Please choose one

ABC Company is in the process of buying a smaller competitor and incorporating that company's resources into his business. This is an example of which of the following types of strategies?

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- ☐ Merger
- ☐ Stability
- ☐ Retrenchment
- ☒ **Acquisition**

Question No: 28 (Marks: 1) - Please choose one

Which one of the following is a strength of MBO?

- ☐ Overemphasis of quantitative goals
- ☐ Requires training of employees
- ☒ **Clarify priorities and expectation**
- ☐ Tends to falter without strong commitment

Question No: 29 (Marks: 1) - Please choose one

Most managers believe that if an MBO (management by objective) program is to be successful, it must start at:

- ☐ Non-managerial level
- ☒ **Top Level**
- ☐ Middle level
- ☐ Lower level

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Question No: 30 (Marks: 1) - Please choose one

Organizations that exploit their distinctive competencies often attain above normal economic performance and obtain which of the following?

- ☐ Distinctive competencies
- ☐ Common strength
- ☒ **Competitive edge**
- ☐ Competitive parity

Question No: 31 (Marks: 1) - Please choose one

Which of the following is a strategy that promotes a superior alignment between the organization and its environment and the achievement of strategic goals?

- ☒ **Effective strategy**
- ☐ Scope
- ☐ Emergent strategy
- ☐ Deliberate strategy

Question No: 32 (Marks: 1) - Please choose one

Sony Recently set a goal of reducing its reliance on the consumer electronics market. Manager believes that the volatile nature of market made reliance too risky. It comes under which of the following goals?

- ☒ **Strategic goal**
- ☐ Operational goal
- ☐ Tactical goal
- ☐ Personal goal

Question No: 33 (Marks: 1) - Please choose one

Mission Statement of Hoover Universal Inc is:

“Hoover universal is a diversified multi-industry corporation with strong manufacturing

capabilities, entrepreneurial policies and individual business unit autonomy”

This statement shows which of the following attributes of mission statement?

- ☐ Customers
- ☐ Location
- ☐ Self concept
- ☒ **Desired public image**

Question No: 34 (Marks: 1) - Please choose one

Competitor intelligence allows managers to do which of the following?

- ☐ React to competitor actions
- ☐ Cut cost below the competition
- ☐ Increase market diversification

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☐ **Predict competitor actions**

Question No: 35 (Marks: 1) - Please choose one
Tactical and strategic plans differ in all of the following ways EXCEPT:

- ☐ Time frame
- ☐ Scope
- ☐ Known set of organizational objectives

☐ **Environmental effects**

Question No: 36 (Marks: 1) - Please choose one
A single use plan of less scope and complexity which may be a part of broader program or may be a self contained plan is called:

- ☐ A Program
- ☐ **A project**
- ☐ A policy
- ☐ A rule

Question No: 37 (Marks: 1) - Please choose one
When a manager evaluates alternatives, selects it and then goes on to other problems without considering the remaining rational alternatives, it is known as:

- ☐ Optimizing
- ☐ Satisficing
- ☐ **Bounded Rationality**
- ☐ Rational decision-making

Question No: 38 (Marks: 1) - Please choose one
Suppose you need a subject to take in order to graduate. There are five different courses you could take. You call one friend and on the basis of her excellent experiences in mathematics, you choose it. Which of the following would best describe this situation?

- ☐ Bounded rationality
- ☐ Unbounded rationality
- ☐ Escalation of commitment
- ☐ **Rational decision-making**

Question No: 39 (Marks: 1) - Please choose one
Only employees with top-secret clearance may enter the sealed room, is an example of which of the following?

- ☐ **Rule**
- ☐ Procedure
- ☐ Policy

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☐ Plan

Question No: 40 (Marks: 1) - Please choose one

"Whenever possible, we promote from within" is an example of which of the following?

☐ Rule

☐ Procedure

☒ **Policy**

☐ Plan

Question No: 41 (Marks: 1) - Please choose one

Once a manager has identified a problem, the next step would be the identification of:

☐ Discrepancies

☒ **Decision criteria**

☐ Scenarios

☐ Factor weights

Question No: 42 (Marks: 1) - Please choose one

In decision making process, ideas should be evaluated on the basis of:

☒ **Acceptability**

☐ Durability

☐ Accountability

☐ Liability

Question No: 43 (Marks: 1) - Please choose one

All of the following are the assumptions of rational decision making EXCEPT:

☐ Alternatives are known

☐ Possible outcomes known

☐ Optimal decision is possible

☒ **Information is unknown**

Question No: 44 (Marks: 1) - Please choose one

The choice of alternative is influenced by the limited amount of information available to the decision maker and by the psychological orientation of the decision maker under the conditions of:

☐ Certainty

☒ **Uncertainty**

☐ Risk

☐ Intuition

Question No: 45 (Marks: 1) - Please choose one

All of the following are Dimensions of organizational culture EXCEPT:

- ☐ Innovation
- ☐ Aggressiveness
- ☐ Stability
- ☒ **Customer orientation**

Question No: 46 (Marks: 1) - Please choose one

Which of the following is called an input to a system?

- ☒ **Human**
- ☐ Products
- ☐ Services
- ☐ Employee behavior

Question No: 47 (Marks: 1) - Please choose one

Group of studies that was conducted at Western Electric's during 1920 and 1930 are called:

- ☐ Social studies
- ☐ Moral studies
- ☐ Ethical studies
- ☒ **Hawthorne studies**

Question No: 48 (Marks: 1) - Please choose one

Which of the following is NOT one of Fredrick Taylor's four principles of management?

- ☒ **Avoid cooperation with workers**
- ☐ Scientifically select and then train workers
- ☐ Divide work and responsibility
- ☐ Study tasks scientifically and develop best method to perform it

Question No: 49 (Marks: 1) - Please choose one

Which of the following theory describes that effective group performance depends on the proper match between the leader's style of interacting with employees and the degree to which the situation gives control and influence to the leader?

- ☐ Fiedler's contingency model
- ☒ **Path-goal theory**
- ☐ Hersey and Blanchard's model
- ☐ The Ohio State studies

Question No: 50 (Marks: 1) - Please choose one

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A leader who emphasizes the technical aspects of the job and is concerned with accomplishing the group's tasks is said to be _____ according to the University of Michigan studies.

- _ Employee-oriented
- _ Initiating
- _ Considerate
- _ Production-oriented**

Question No: 51 (Marks: 5)

List and explain the barriers to effective communication.

Answer:

Barriers to Effective Interpersonal Communication

Filtering is the deliberate manipulation of information to make it appear more favorable to the receiver. For example, as information is communicated up through the organizational levels, it's condensed and synthesized, and those doing the condensing filter communication through their personal interests and perceptions of what are important.

Selective perception is when people selectively understand what they see or hear on the basis of their interests, background, experience, and attitudes.

Emotions control how a recipient understands a message when it is received. It's best to avoid reacting to a message when the receiver is upset because he/she is not likely to be thinking clearly.

Information overload happens when the information we have to work with exceeds our processing. Receivers tend to select out, ignore, or forget information when they have too much information. or, receivers may put off further processing until the overload situation is over—still ineffective communication.

Defensiveness is engaging in behaviors such as verbally attacking others, making sarcastic remarks, being overly judgmental, and questioning others' motives.

Language—words mean different things to different people. Age, education, and cultural background can influence language use and definition given to words.

National culture can affect the way a manager chooses to communicate.

Question No: 52 (Marks: 10)

Describe the significant workplace issues that affect motivation in today's workforce.

Question No: 53 (Marks: 10)

Explain the emerging issues in organization design.

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Following points can be considered as emerging issues in today's managerial structure or designs.

Team-based structures: One of the newer concepts in organizational design in which structure made up of work groups or teams that performs the organization's work.

Project and matrix structures: Matrix organization assigns specialists from different functional departments to work on one or more projects being led by project managers. Whereas Project structure, is a structure in which employees are permanently assigned to projects.

Autonomous Internal Units: Some large organizations have started adopting this structure. It is a design in which there are independent, autonomous decentralized business units, each with its own products, clients, competitors, and profit goals.

The Boundary less Organization: Another approach to organizational design. It describes an organization whose design is not classified by, or limited to the horizontal, vertical, or external borders imposed by a predefined configuration.

Learning Organization: It is an organization that facilitates the lifelong learning and growth of its workforce while renovating itself to react to changing demands and needs of market.

Question No: 54 (Marks: 10)

Suppose you are a manager in 'Unilever Pakistan' and you have been assigned the task of conducting SWOT analysis of 'Unilever Pakistan'. What could be your findings after completing this task?

FINAL TERM EXAMINATION

Fall 2008

MGT501- Human Resource Management

Solved by vuZs Team

www.vuzs.net

Time: 120 min

Marks: 85

Question No: 1 (Marks: 1) - Please choose one

While downsizing, organizations sometimes reduce the number of its employees by offering early retirements because:

- ▶ **HR requirement is less than existing number of employees**
- ▶ HR requirement is greater than the existing number of employees
- ▶ Company's cost in terms of employee compensation can be saved
- ▶ Organizations can be more efficient by this action of management

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Question No: 2 (Marks: 1) - Please choose one

Which of the following can be an alternative decision to employee termination?

- ▶ Demotion
- ▶ Retirement
- ▶ Resignation
- ▶ **Lay-off**

Question No: 3 (Marks: 1) - Please choose one

If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:

- ▶ Be exceeded
- ▶ Remain the same
- ▶ Become invisible
- ▶ **Be reduced**

Question No: 4 (Marks: 1) - Please choose one

Mr. Imran is appointed to supervise all the employees of the admin department. In this situation he is said to be a _____.

- ▶ **Manager only**
- ▶ Charismatic leader
- ▶ Leader only
- ▶ Leader & manager at the same time

Question No: 5 (Marks: 1) - Please choose one

What sort of relationship exists between 'negative-reinforcement' & 'punishment'?

- ▶ Both are similar concepts
- ▶ **Punishment leads to negative-reinforcement**
- ▶ Negative-reinforcement leads to punishment
- ▶ Both leads to similar consequences

Question No: 6 (Marks: 1) - Please choose one

'Federal law' requiring employers to give 60 days notice prior to plant closing or major layoff, as stated by:

- ▶ **Statutory right of employees**
- ▶ Employer itself
- ▶ Due process by an employer
- ▶ Union recommendations

Question No: 7 (Marks: 1) - Please choose one

Which of the following facilitates the employer to hire, fire, demote or promote anyone, in the absence of any legal obligation?

- ▶ Discrimination law
- ▶ **Employment at will**
- ▶ Affirmative action
- ▶ Equal employment opportunity

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Question No: 8 (Marks: 1) - Please choose one

'Honda Pakistan', implemented a safety & health program for its employees after consulting experts and management in the organization. But, no reduction in the accidents or injuries is observed. Identify a reason which is least possible to the failure of this Safety & Health program?

- ▶ Company is not considering inputs of employees regarding safety decisions
- ▶ Safety & health program is not communicated properly to all employees
- ▶ **Proper safety & health training has not been provided to the employees**
- ▶ Proper budget is not allocated to safety and health program as required

Question No: 9 (Marks: 1) - Please choose one

Which one of the following is NOT included in the content of 'Employee Handbook'?

- ▶ Fringe benefits
- ▶ Safety procedures
- ▶ **Financial statements**
- ▶ Job duties

Question No: 10 (Marks: 1) - Please choose one

"Accounting staff of a EFU General Insurance Ltd, share information of different departments to assist in preparing the annual budget on a consistent basis". Which type of communication it is?

- ▶ Diagonal communication
- ▶ **Horizontal communication**
- ▶ Upward communication
- ▶ Downward communication

Question No: 11 (Marks: 1) - Please choose one

Under a strong union influence, the union members demanded the salary increment as per the rate of increase in inflation. As an HR manager what will be your initial step?

- ▶ Rejecting the request as it is unnecessary
- ▶ Approving the demand immediately
- ▶ Asking union to make a contract
- ▶ **Arranging negotiation to discuss the issue**

Question No: 12 (Marks: 1) - Please choose one

According to which of the following view, "conflict is bad and should be avoided"?

- ▶ Behavioral view
- ▶ **Traditional View**
- ▶ Human Relations View
- ▶ Interactionist View

Question No: 13 (Marks: 1) - Please choose one

If the political behavior is motivated by self-serving interests without taking into account the goals of the organization, the move would be considered as:

- ▶ Ethical
- ▶ Neutral
- ▶ **Unethical**
- ▶ Intense

Question No: 14 (Marks: 1) - Please choose one

Legitimate power includes which of the following?

- ▶ **Acceptance of authority by organizational members**
- ▶ Limited ability to reward employees
- ▶ Ability to only punish employees
- ▶ Limited control of company's physical resources

Question No: 15 (Marks: 1) - Please choose one

A power base that depends on fear comes under which of the following category of power?

- ▶ Reward power
- ▶ **Coercive power**
- ▶ Referent power
- ▶ Legitimate power

Question No: 16 (Marks: 1) - Please choose one

Which of the following is NOT included in time-off benefits?

- ▶ On-the-job breaks
- ▶ Annual holidays
- ▶ **Flexi time**
- ▶ Paid leaves

Question No: 17 (Marks: 1) - Please choose one

Ali was working as MTO in ABL & getting the package of Rs.20,000, few weeks ago he resigned from ABL & joined HBL which is offering him Rs.30,000 at the same post of MTO. In this situation HBL is adopting the _____ pay strategy.

- ▶ **Above market rate**
- ▶ Below market rate
- ▶ At market rate
- ▶ All of the given options

Question No: 18 (Marks: 1) - Please choose one

What type of pay plan is being used when workers are paid a sum for each unit they produce?

- ▶ Base pay

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- ▶ Competency-based pay
- ▶ Bonus pay
- ▶ **Piecework pay**

Question No: 19 (Marks: 1) - Please choose one
To make the 'Ranking Method' of job evaluation more effective:

- ▶ Perform performance appraisals on regular basis
- ▶ Train employees prior to appraisals
- ▶ Develop high compensation packages
- ▶ **Clearly define job description initially**

Question No: 20 (Marks: 1) - Please choose one

Miss. Fouzia wants to excel herself in the banking field by clearing the IBP Superior Qualification (ISQ) examination. But her current job's strict timings do not allow her to fulfill her plans. To address this problem, the bank could help her by:

- ▶ Providing her with a career coach
- ▶ Encouraging her to join a career success team
- ▶ **Facilitating her with flexible working hours**
- ▶ Suggesting her a better occupation to adopt

Question No: 21 (Marks: 1) - Please choose one

Which of the following is part of a manager's role in the career development of an employee?

- ▶ Communicating the mission, policies and procedures
- ▶ Utilizing career development opportunities
- ▶ Participating in career development discussions
- ▶ **Establishing goals and career plans**

Question No: 22 (Marks: 1) - Please choose one

Which of the following plays a role in assessing interests, seeking out career information and utilizing development opportunities in career development?

- ▶ Individual
- ▶ **Manager**
- ▶ Supervisor
- ▶ Company

Question No: 23 (Marks: 1) - Please choose one

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

- ▶ Organizational development
- ▶ **Career management**
- ▶ Career development
- ▶ Career planning

Question No: 24 (Marks: 1) - Please choose one

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How do compensation and benefits with a career development focus differ from compensation and benefits with a traditional focus?

- ▶ Employee's productivity is rewarded
- ▶ Employee's efficiency is rewarded
- ▶ Enhancement in abilities is rewarded
- ▶ **All of the given options (Correct)**

Question No: 25 (Marks: 1) - Please choose one

Amjad has reached the age of full retirement, but he still wants to continue his job. Moreover, organization has not yet found any replacement to him. In such situation Amjad should pursue:

- ▶ Counseling to utilize his leisure time
- ▶ Search careers outside the company
- ▶ Psychological counseling to prepare for retirement
- ▶ **Extension of current job within company**

Question No: 26 (Marks: 1) - Please choose one

Which of the given objective is mainly focused during pre-retirement educational programs?

- ▶ Improve job satisfaction among senior staff
- ▶ Enhance employee performances through such concerns
- ▶ **Prepare employees for their upcoming retired life**
- ▶ Minimize medical claims from retirees

Question No: 27 (Marks: 1) - Please choose one

During which stage of socialization, employees successfully internalize the organizational norms & beliefs?

- ▶ Pre-arrival stage
- ▶ Encounter stage
- ▶ **Metamorphosis stage**
- ▶ Post-retirement stage

Question No: 28 (Marks: 1) - Please choose one

During which of the following interview, an interviewer asks probing and open-ended questions?

- ▶ Structured interview
- ▶ **Unstructured interview**
- ▶ Formal interview
- ▶ Planned interview

Question No: 29 (Marks: 1) - Please choose one

Which of the following is a process of attracting individuals on timely basis, in sufficient numbers and with appropriate qualifications, to apply for jobs with an organization?

- ▶ Selection

► **Recruitment (Correct)**

- Staffing
- Enrollment

Question No: 30 (Marks: 1) - Please choose one

Which of the following is a force by which personality traits (expertise) affects others' behavior?

- Power
- **Influence**
- Authority
- Command

Question No: 31 (Marks: 1) - Please choose one

Which of the following practice involves the selling off portions of the company and making severe staff reductions?

- Redesigning
- **Restructuring**
- Organizational designing
- Reengineering

Question No: 32 (Marks: 1) - Please choose one

People can be more productive while working in:

- Isolation
- **Groups**
- Crowd
- None of the given options

Question No: 33 (Marks: 1) - Please choose one

The MOST common reason that an expatriate fails at an international assignment is _____.

- Incompetency
- Technical demands of the job
- Expense
- **Family pressures**

Question No: 34 (Marks: 1) - Please choose one

Previous company records & customer satisfaction surveys may serve as a source for:

- Cultivating learning culture within the organization
- **Determining deficiencies that require training**
- Developing career development plans for employees
- Identifying training outcomes through evaluation

Question No: 35 (Marks: 1) - Please choose one

The best hiring occurs when the goals of which of the following should consistent to each other?

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- ▶ HR managers, Finance managers
- ▶ Head office, Branch
- ▶ **Organization, Individual**
- ▶ Lower managers, Top managers

Question No: 36 (Marks: 1) - Please choose one

Which one of the following is NOT the advantage of Workforce Diversity?

- ▶ Multiple perspectives
- ▶ Greater openness to new ideas
- ▶ Increased creativity and flexibility
- ▶ **Decreased problem-solving skills**

Question No: 37 (Marks: 1) - Please choose one

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

- ▶ **They feel threatened during the interview**
- ▶ They can influence the course of the interview
- ▶ Constructive interviewer is conducting the interview
- ▶ Their poor performance is being highlighted

Question No: 38 (Marks: 1) - Please choose one

Which of the given solution served as the best one for reducing the problem of central tendency in performance appraisals?

- ▶ Rank employees
- ▶ **Train supervisors to avoid it**
- ▶ Impose a distribution for performance
- ▶ Consider the purpose of the appraisal

Question No: 39 (Marks: 1) - Please choose one

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

- ▶ Stereotyping
- ▶ **Central tendency**
- ▶ Strictness
- ▶ Leniency

Question No: 40 (Marks: 1) - Please choose one

“Ongoing process of managing & evaluating both the behavior & outcomes in the workplace” is known as:

- ▶ Training & development
- ▶ **Performance appraisal**
- ▶ Compensation management
- ▶ Job analysis

Question No: 41 (Marks: 1) - Please choose one

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Employees' routine working is now being monitored through computers electronically; this trend has affected the Performance Appraisal (PA) system in which of the following manner?

- ▶ Development of PA on more frequent basis
- ▶ Enhanced importance of PA for employees
- ▶ **PA have become more accurate & efficient one**
- ▶ Human involvement is completely removed

Question No: 42 (Marks: 1) - Please choose one

By what means, organizations show concerns for their employees and earn their commitment?

- ▶ Solely ensuring job security of employees
- ▶ **Provide career development opportunities**
- ▶ Promise after retirement incentives only
- ▶ Offer stock options limited to senior employees

Question No: 43 (Marks: 1) - Please choose one

The frequency of conducting the performance appraisal depends on:

- ▶ Environmental challenges
- ▶ Training sessions
- ▶ Job analysis
- ▶ **Organizational policies**

Question No: 44 (Marks: 1) - Please choose one

Evaluation method generally adopted by most of the educational institutes to evaluate the students' academic performance is:

- ▶ **Project based method**
- ▶ Focal point method
- ▶ Anniversary method
- ▶ Base timings method

Question No: 45 (Marks: 1) - Please choose one

Which of the following approach emphasizes the effect of psychological & social factors on employees' performance?

- ▶ Scientific approach
- ▶ Rational approach
- ▶ **Human relations approach**
- ▶ Systematic approach

Question No: 46 (Marks: 1) - Please choose one

In Hawthorne studies which decisive factor was used in the variation of the workers' performance?

- ▶ Safety measures
- ▶ Health condition
- ▶ **Light variation**
- ▶ Salary bonuses

Question No: 47 (Marks: 1) - Please choose one
Which of the following signifies a term “Task” as a component of an organization?

- ▶ Organizational HR
- ▶ Organizational hierarchy
- ▶ Mechanical process
- ▶ **Existence purpose**

Question No: 48 (Marks: 1) - Please choose one
Which of the following abilities are categorized as the Technical skill of an individual?

- ▶ Judgment & creativity
- ▶ Analysis & communication
- ▶ **Knowledge & proficiency**
- ▶ Innovation & advancement

Question No: 49 (Marks: 1) - Please choose one
Reactive approach to overcome the influence of discriminatory practices occurred in the past is referred as:

- ▶ Equal employment opportunity
- ▶ **Affirmative action**
- ▶ HR planning
- ▶ Litigation process

Question No: 50 (Marks: 1) - Please choose one
The cognitive component consists of a person's:

- ▶ Emotions
- ▶ **Knowledge**
- ▶ Attitude
- ▶ Feelings

Question No: 51 (Marks: 5)
Yousaf has beaten his fellow employee for which his manager has dismissed him. Evaluate manager's response in terms of ethical application of power.

Answer:

No employee is supposed to get physical with any of the colleagues. Manager's decision was the extreme as he could have brought both employees together and tried to know the problem between them. I see this move as an unethical act by the manager.

Question No: 52 (Marks: 10)
What measures should be taken to limitize the union membership by employees? Explain each in detail.

Answer:

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Question No: 53 (Marks: 10)

When do organizational people indulged themselves in organizational politics? Discuss any five factors in detail.

Answer:

Organizational politics are actions that allow people in organizations to attain goals without going through ceremonial channels. Whether political activities help or hurt the organization depends on whether the person's goals are steady with the organization's goals. In the impartial model of organizations, people are assumed to manage sensibly, based on clear information and well-defined goals.

There are few factors that result in political activities in an organization and are explained as under.

1. **Changes in Leadership** which changes conventional associations and processes can create an opportunity for increased political behavior.
1. **Changes in Coordination and integration** of organizational activities used to achieve common goals can also lead to an increase in political behavior.
1. **Changes in any of the five contextual forces, i.e.** environment, technology, strategy, culture, and structure, can generate uncertainty over resource allocation, leading to an increase in political behavior.
1. **Blame & Integration.** Blaming and attacking others to deflect attention from one's mistakes and using ingratiating behavior to gain favor are unethical and negative types of political actions.
1. **Building Relationship.** People develop relationships through coalitions, grouping, networks, and accommodating managerial linkages. Coalitions are relationships formed over specific issues. Alliances are general agreements of support among different individuals and groups; and networks are broad, loose support systems. Relationship building can either help or harm the organization.

Question No: 54 (Marks: 10)

In order to get advantage of each method, will it be a sensible decision to simultaneously apply all the four methods of job evaluation?

Answer:

Four methods of Job evaluation

1. **Ranking Method:** Raters examine the description of each job being evaluated and assemble the jobs according to their value to the

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corporation. This technique requires a team characteristically composed of both management and employee delegate to arrange job in a simple rank order from uppermost to lowest. The most noticeable restraint to the ranking method is its utter lack of ability to be managed when there are a large number of jobs.

2. Classification Method: A job evaluation method by which a number of classes or ratings are defined to explain a group of jobs is known as categorization method. The classifications are created by identifying some common denominator skills, knowledge, and responsibilities with the desired goal being the criterion of a number of distinctive classes or grades of jobs.

3. Factor Comparison Method Raters need not keep the entire job in mind as they evaluate instead, they make decisions on separate phases, or issues, of the job. A basic fundamental hypothesis is that there are five universal job factors: (1) Mental Requirements (2) Skills (3) Physical Requirements (4) Responsibilities (5) Working Conditions.

4. Point Method: Raters assign numerical values to specific job components, and the sum of these values provides a quantitative appraisal of a job's relative significance. The point method requires selection of job factors according to the nature of the specific group of jobs being evaluated. After determining the group of jobs to be studied, analysts conduct job analysis and write job descriptions. Next, the analysts select and define the factors to be used in measuring job value and which become the standards used for the evaluation of jobs. Education, experience, job knowledge, mental effort, physical effort, responsibility, and working conditions are examples of factors typically used.

FINAL TERM EXAMINATION

Fall 2009

MGT501- Human Resource Management

Solved by vuZs Team

Mehreen Humayun

www.vuZs.net

Time: 120 min

Marks: 92

Question No: 1 (Marks: 1) - Please choose one

Who is said to be responsible for task allocation in order to fulfill the organizational goals?

- ▶ Stockholders
- ▶ Stakeholders
- ▶ **Managers**
- ▶ Investors

Question No: 2 (Marks: 1) - Please choose one

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As a result of which of the following activity, HRIS is gaining popularity day by day?

- ▶ Generating organizational reports
- ▶ Managing resources effectively
- ▶ **Retrieving timely information**
- ▶ Handling bundles of data

Question No: 3 (Marks: 1) - Please choose one
According to the 'Hawthorne Studies' productivity of employees:

- ▶ Increased by increasing light intensity
- ▶ Decreased by decreasing light intensity
- ▶ **Increased by observing them**
- ▶ None of the given options

Question No: 4 (Marks: 1) - Please choose one
A special form of recruitment that involves placing a student in a temporary job with no obligation either by the company to hire the student permanently or by the student to accept a permanent position with the firm following graduation, is known as:

- ▶ Cooperative work
- ▶ Student placement
- ▶ **Internship program**
- ▶ Student leasing

Question No: 5 (Marks: 1) - Please choose one
The ability to think about abstract & complex situations is referred to as:

- ▶ Mechanical skill
- ▶ Technical skill
- ▶ Interpersonal skill
- ▶ **Conceptual skill**

Question No: 6 (Marks: 1) - Please choose one
HR generalist is involved in:

- ▶ **Performing all or few (more than one) HR functions**
- ▶ Performing a single focused HR function
- ▶ Providing orientation to employees only
- ▶ Designing special compensation packages for female employees

Question No: 7 (Marks: 1) - Please choose one
Which one is NOT a type of teams?

- ▶ Virtual
- ▶ Problem-solving
- ▶ Cross-functional
- ▶ **Team building**

Question No: 8 (Marks: 1) - Please choose one
A _____ is a mature group with highly interdependent members who are highly committed to a common goal.

- ▶ Organization
- ▶ Union

► Team

► **Informal group**

Question No: 9 (Marks: 1) - Please choose one

A new circular was issued by the top management of the organization to conduct performance appraisal of each employee after completion of one year of his/her service, which term best describes the above situation?

► **Project based method**

- Focal point method
- Anniversary method
- Base timings method

Question No: 10 (Marks: 1) - Please choose one

Which of the following appraisal method uses 'Benchmark jobs' to identify the jobs' worth by comparing different jobs?

► **Factor comparison method**

- Ranking method
- Classification method
- All of the given options

Question No: 11 (Marks: 1) - Please choose one

All of the following could be the reasons of an employee stress, EXCEPT:

- Supervisor's rude attitude
- No recognition of efforts
- Job insecurity and safety

► **Missing out the thanking notes**

Question No: 12 (Marks: 1) - Please choose one

Which of the following statement signifies 'Forced distribution' as an appraisal method?

- Evaluates progress made towards the goal accomplishment
- Assign scale points based on good or poor performance
- Supervisor keeps a log of subordinate's work-related behavior

► **Assign predetermined percentages for particular performance categories**

Question No: 13 (Marks: 1) - Please choose one

In which method supervisor keeps a log of positive and negative examples of a subordinate's work-related behavior?

- Management by objective
- Comparison method
- Essay method

► **Critical incident method**

Question No: 14 (Marks: 1) - Please choose one

Some supervisors, when filling in rating scales, tend to avoid the highs and lows on the scale and rate most people in the middle. This type of evaluation is said to be effected by:

- Stereotyping

► **Central tendency**

- Strictness
- Leniency

Question No: 15 (Marks: 1) - Please choose one

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Which of the following could result in a legally questionable appraisal process?

- ▶ Conduct job analysis to establish criteria for successful performance
- ▶ **Base appraisals on subjective supervisory observations**
- ▶ Administer and score appraisals in a uniform manner
- ▶ Use clearly defined job performance dimensions

Question No: 16 (Marks: 1) - Please choose one

Due to which of the following reason, subordinates may feel dissatisfied with their appraisal interviews?

- ▶ **They feel threatened during the interview**
- ▶ They can influence the course of the interview
- ▶ Constructive interviewer is conducting the interview
- ▶ Their poor performance is being highlighted

Question No: 17 (Marks: 1) - Please choose one

Which of the following functions of HRM deals with 'Collective Bargaining'?

- ▶ Staffing
- ▶ Forecasting
- ▶ Employee-assistance management
- ▶ **Employee-relations management**

Question No: 18 (Marks: 1) - Please choose one

Which of the following represents the basic goal of the recruitment?

- ▶ Communicate job opening positions clearly
- ▶ Attract maximum number of applicants
- ▶ Self select out the candidates to save time and money
- ▶ **Attract the qualified candidates & not the unqualified ones**

Question No: 19 (Marks: 1) - Please choose one

Which one is NOT the reason of joining groups by people?

- ▶ To get affiliation
- ▶ To gain power
- ▶ To get security
- ▶ **To get promotions**

Question No: 20 (Marks: 1) - Please choose one

Which one of the following is NOT involved in 'Human Resource Planning'?

- ▶ Finding out the required number of people for the organization
- ▶ **Giving chance to employees for designing their personal plans**
- ▶ Identifying the skills needed to accomplish the tasks
- ▶ Ensuring that human resources will be available when needed

Question No: 21 (Marks: 1) - Please choose one

While conducting job analysis the 'Observation Method' is useful when:

- ▶ Job requires more intellectual skills to complete
- ▶ Job is repetitive in nature

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- ▶ Job is market oriented and requires more data
- ▶ **Job consists of observable physical activity**

Question No: 22 (Marks: 1) - Please choose one

In order to make recruitment process more efficient, organizations shift this responsibility to outside firms with expertise in the recruitment services. Which of the given term represents this shifting of responsibility by an organization?

- ▶ **Outsourced hiring**
- ▶ Employee referrals
- ▶ Employee leasing
- ▶ Job advertising

Question No: 23 (Marks: 1) - Please choose one

Which of the following test can best evaluate the routine production activities of job that require coordination & physical strength?

- ▶ Cognitive aptitude test
- ▶ Job knowledge test
- ▶ Vocational interest test
- ▶ **Psychomotor abilities test**

Question No: 24 (Marks: 1) - Please choose one

Alternative work arrangements include all of the following, EXCEPT:

- ▶ Part-time work
- ▶ Flexible hours
- ▶ **On-site child care**
- ▶ Job sharing

Question No: 25 (Marks: 1) - Please choose one

Miss. Fouzia wants to excel herself in the banking field by clearing the IBP Superior Qualification (ISQ) examination. But her current job's strict timings do not allow her to fulfill her plans. To address this problem, the bank could help her by:

- ▶ Providing her with a career coach
- ▶ Encouraging her to join a career success team
- ▶ **Facilitating her with flexible working hours**
- ▶ Suggesting her a better occupation to adopt

Question No: 26 (Marks: 1) - Please choose one

While conducting an appraisal interview supervisors should do all of the following, EXCEPT:

- ▶ Compare employee's performance with a standard
- ▶ **Encourage employees to share their issues**
- ▶ Give specific examples of poor performance
- ▶ Compare employee's performance to that of other employees

Question No: 27 (Marks: 1) - Please choose one

An employee's compensation usually comprises of:

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- ▶ High monetary rewards
- ▶ Quality rewards requested by employees
- ▶ Benefits like medical & transport allowances
- ▶ **Financial & non-financial rewards**

Question No: 28 (Marks: 1) - Please choose one

On achieving maximum recovery of dead loans, the bank has awarded Mr. Ali (recovery officer), with the title of “best employee” for the month. This award title is said to be:

- ▶ The most expensive reward for him
- ▶ The extrinsic reward for him
- ▶ **The motivational effort made by the bank**
- ▶ The intrinsic reward to appraise his efforts

Question No: 29 (Marks: 1) - Please choose one

Ali was working as MTO in ABL & getting the package of Rs.20,000, few weeks ago he resigned from ABL & joined HBL which is offering him Rs.30,000 at the same post of MTO. In this situation HBL is adopting the _____ pay strategy.

- ▶ **Above market rate**
- ▶ Below market rate
- ▶ At market rate
- ▶ All of the given options

Question No: 30 (Marks: 1) - Please choose one

Which of the following is an example of 'Family-oriented benefits'?

- ▶ Offered share in company's stocks
- ▶ Limited & flexible working hours
- ▶ **Availability of child & elder care centres**
- ▶ Equal career growth opportunities

Question No: 31 (Marks: 1) - Please choose one

The compensation philosophy; "higher pay for higher contribution" is known as:

- ▶ Competency-based pay
- ▶ Skilled-base pay
- ▶ **Merit-based pay**
- ▶ Seniority-based pay

Question No: 32 (Marks: 1) - Please choose one

Which one of the following does NOT categorized as 'pay-for-performance' program?

- ▶ **Piecework plan**
- ▶ Scanlon plan
- ▶ Gain sharing plan
- ▶ Profit sharing plan

Question No: 33 (Marks: 1) - Please choose one

Which incentive plan focuses on co-operation between managers and employees through sharing their problems, goals and ideas?

▶ Improshare plan

▶ Scanlon plan

▶ Profit-sharing plan

▶ Stock ownership plan

Question No: 34 (Marks: 1) - Please choose one

If the political behavior is motivated by self-serving interests without taking into account the goals of the organization, the move would be considered as:

▶ Ethical

▶ Neutral

▶ Unethical

▶ Intense

Question No: 35 (Marks: 1) - Please choose one

All of the following would be considered as sources of conflicts, EXCEPT:

▶ Goal incompatibility

▶ Different values and beliefs

▶ Lack of resources and finances

▶ Strengthened team dynamics

Question No: 36 (Marks: 1) - Please choose one

In a management-union conflict, both parties are now ready to sign a contract including all the terms & conditions acceptable to both parties for a specific time period. In this situation both parties have reached which of the following phase of collective bargaining?

▶ Negotiating with each other's representatives

▶ Controlling the activities as per contract

▶ Accepting the solution by formally authorizing it

▶ Arranging negotiation with each other

Question No: 37 (Marks: 1) - Please choose one

The physical or psychological condition induced in workers by overwork or overexposure to stress in the workplace, is known as:

▶ Exhaustion

▶ Burnout

▶ Collapse

▶ Fatigue

Question No: 38 (Marks: 1) - Please choose one

The BEST indicator of an effective safety and health program of an organization is:

▶ Employees do not feel hesitant while sharing their problems

▶ Employees feel motivated to perform well and show loyalty

▶ Employees feel honor that organization is concerned about their problems

▶ Employees do not face injuries and illnesses on regular basis

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Question No: 39 (Marks: 1) - Please choose one
Motivational theories are adopted to:

- ▶ Produce expensive & quality products
- ▶ Ensure imposed legal compliances
- ▶ Become a market leader for competitors
- ▶ **Compensate employees effectively**

Question No: 40 (Marks: 1) - Please choose one
Ali often gets aggressive on minute things, the counselor indicate his responses as:

- ▶ Short-term physical symptom of stress
- ▶ Long-term physical symptom of stress
- ▶ **Behavioral symptom of stress**
- ▶ Internal symptom of stress

Question No: 41 (Marks: 1) - Please choose one
A MOST important advantage of using expatriates to fill foreign subsidiary management positions is that:

- ▶ They are less expensive than local managers
- ▶ They are more motivated to perform as compared to host-country nationals
- ▶ They perform well in foreign assignments as compare to working in the head quarters
- ▶ **They are more likely to implement the instructions from headquarters**

Question No: 42 (Marks: 1) - Please choose one
Mehmood, a Pakistani national is working in the HSBC, Pakistan branch of a China based multinational bank. Mehmood is therefore be classified as a/an:

- ▶ Expatriate
- ▶ Third-country national
- ▶ Home-country national
- ▶ **Host-country national**

Question No: 43 (Marks: 1) - Please choose one
‘Unilever’ comes under which of the following categories while conducting its business globally?

- ▶ Domestic
- ▶ International
- ▶ **Multinational**
- ▶ Transnational

Question No: 44 (Marks: 1) - Please choose one
Usually it is observed that after becoming the team’s captain the player’s own performance declines. What could be the reason behind it?

- ▶ **Unable to handle extra pressure**
- ▶ Absence of task related knowledge

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- ▶ Lack of high energy level
- ▶ Imposed on a team by management

Question No: 45 (Marks: 1) - Please choose one

If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:

- ▶ Be exceeded
- ▶ Remain the same
- ▶ Become invisible
- ▶ **Be reduced**

Question No: 46 (Marks: 1) - Please choose one

Background and reference checks are made by HR department while hiring employees to:

- ▶ Evaluate employee's capability
- ▶ Meet requirements of federal law
- ▶ Check employee's communication network
- ▶ **Check authenticity of provided information**

Question No: 47 (Marks: 1) - Please choose one

"Effectiveness" is represented by:

- ▶ Doing things before time
- ▶ **Doing right things right**
- ▶ Doing things in minimum time
- ▶ Doing things with minimum resources

Question No: 48 (Marks: 1) - Please choose one

Mental and physical capacities of an individual to perform various tasks which come from knowledge, learning, and experiences are termed as:

- ▶ Perceptions
- ▶ Emotions
- ▶ Values
- ▶ **Abilities**

Question No: 49 (Marks: 1) - Please choose one

Which of the following is an authority given to specific person with expertise in a certain area?

- ▶ Line authority
- ▶ **Staff authority**
- ▶ Operational authority
- ▶ Implied authority

Question No: 50 (Marks: 1) - Please choose one

"Self-motivated & result oriented individuals with sound knowledge of combined cycle gas turbine power plant operations and practical experience of mechanical, electrical and I&C maintenance of plant."

This section of job advertisement represents which of the given term?

- ▶ Job analysis

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- ▶ Job description
- ▶ **Job specification**
- ▶ Job evaluation

Question No: 51 (Marks: 1) - Please choose one

According to which of the following legal obligation employers are bound to give 60 days notice prior to plant closing or major layoffs?

- ▶ Due process by an employer
- ▶ Union recommendations
- ▶ **Statutory right of employees**
- ▶ Employer itself

Question No: 52 (Marks: 1) - Please choose one

United Nations sent a rescue team in the supervision of Mr. Kim from Geneva to the northern areas of Pakistan affected by the destructive earthquake of 2005. In this situation Mr. Kim is a/an:

- ▶ Parent-country national
- ▶ Host-country national
- ▶ **Third-country national**
- ▶ Local-country national

Question No: 53 (Marks: 1) - Please choose one

Which of the following involves moving employees to various positions in organization in an effort to expand their skills, knowledge and abilities?

- ▶ Job Specification
- ▶ Job Clarification
- ▶ **Job Rotation**
- ▶ Job Enrichment

Question No: 54 (Marks: 1) - Please choose one

A career path as moving upward to higher levels of management in the organization is known as;

- ▶ **Traditional Career Path**
- ▶ Network Career Path
- ▶ Lateral Skill Path
- ▶ Dual-Career Path

Question No: 55 (Marks: 1) - Please choose one

A career-path method, that recognizes that a technical specialists should be allowed to contribute their expertise to a company without becoming managers is known as;

- ▶ Traditional Career Path
- ▶ Network Career Path
- ▶ Lateral Skill Path
- ▶ **Dual-Career Path**

Question No: 56 (Marks: 1) - Please choose one

When an individual sets career goals and identifies the means to achieve them, the process is known as;

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- ▶ Career Path
- ▶ **Career Planning**
- ▶ Career Short Sightedness
- ▶ Career Development

Question No: 57 (Marks: 1) - Please choose one

While setting objectives of Effective Compensation Management, which of the following is not included in 'the big three'?

- ▶ Attract qualified employment applicants
- ▶ Retain qualified employees, while discouraging retention of low performing
- ▶ **Rotate employees within the organization to keep them active**
- ▶ Motivate employee's behavior toward organization objectives

Question No: 58 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

- ▶ **Bonuses**
- ▶ Interesting work
- ▶ Working conditions
- ▶ Promotion opportunities

Question No: 59 (Marks: 1) - Please choose one

Verbal cautions issued by the HR manager to the employees under the progressive discipline procedures belong to which offence?

- ▶ **First offense**
- ▶ Second offense
- ▶ Third offense
- ▶ Fourth offense

Question No: 60 (Marks: 1) - Please choose one

ESOP stands for which of the following option?

- ▶ **Employee Stock Option Plan**
- ▶ Employee Stake Option Plan
- ▶ Employee Stress Option Plan
- ▶ Employee Strategically Option Plan

Question No: 61 (Marks: 1) - Please choose one

HMO stands for which of the following option?

- ▶ **Health Maintenance Organizations**
- ▶ House Maintenance Organizations
- ▶ Home Maintenance Organizations
- ▶ Horticulture Maintenance Organizations

Question No: 62 (Marks: 1) - Please choose one

Which of the following refers to the compensation method that recommends that person should be paid according to the quantity or quality of his work?

- ▶ Empowerment
- ▶ Job appraisal
- ▶ **Pay for Performance**

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- ▶ Job acknowledgement

Question No: 63 (Marks: 1) - Please choose one
Love, affection, friendship and belongingness come under which stage of Maslow hierarchy of need?

- ▶ First
- ▶ Second
- ▶ **Third**
- ▶ Fourth

Question No: 64 (Marks: 1) - Please choose one
“Administering an aversive consequence” refers to which of the following?

- ▶ **Punishment**
- ▶ Positive reinforcement
- ▶ Negative reinforcement
- ▶ Loyalty

Question No: 65 (Marks: 3)
Can "pay for performance" be applicable to the employees of NGOs?

Question No: 66 (Marks: 5)
Conflict at work place is not always in favor of management. What kind of output management has to bear when conflicts appear?

Question No: 67 (Marks: 10)
How an organization conduct the collective bargaining process?

Question No: 68 (Marks: 10)
Unemployment compensation is rare in Pakistan. What do you think that who is responsible; Government or Corporate Sector? Explain possible reasons
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FINALTERM EXAMINATION
Spring 2010
MGT501- Human Resource Management
Solved by Marina khan & umeed.e.subh
www.vuzs.net

Question No: 1 (Marks: 1) - Please choose one
Who is said to be responsible for task allocation in order to fulfill the organizational goals?

- Stockholders
- Stakeholders
- Managers**
- Investors

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Managers are responsible for allocating the task to an appropriate grid recourse made for execution the aim is to find the recourse that is capable of handling the task.

Question No: 2 (Marks: 1) - Please choose one

Job analysis is performed to define:

Job description & job specification

Job specification & job position

Organizational rules & policies

Job description & job duties

A job analysis will provide information about jobs currently being done and the abilities that individuals need to perform the jobs adequately.

Question No: 3 (Marks: 1) - Please choose one

If the workforce of an organization represents true proportion of the community sectors in all its job classifications, it represents the _____ of its affirmative action.

Gaps

Effectiveness

Discrepancies

Performance

Effectiveness is the degree to which the organizations output correspond to the need and wants of the external environment that include customers' suppliers' competitors and regulatory agencies.

Question No: 4 (Marks: 1) - Please choose one

According to which act, pay discrimination on the basis of gender for same position & performance is prohibited?

Civil rights

Equal pay

Worker compensation

Age discrimination

Equal Pay Act of 1963

This law requires the same pay for men and women who do the same job in the same organization. Basically this law provides protection against discrimination based upon sex.

Question No: 5 (Marks: 1) - Please choose one

Followings are included in contingent workers EXCEPT:

Part-timers

Contractors

Directors

Temporaries

Contingent Workers

It is also known as part-timers, temporaries, and independent contractors, comprise the fastest-growing segment of our economy.

Question No: 6 (Marks: 1) - Please choose one

_____ Managers develop organizational wide goals.

Middle-level

First-line level

Low-level

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Top-level

Question No: 7 (Marks: 1) - Please choose one
Which of the following performance appraisal method is usually adopted for evaluating performance at managerial positions?

Management by objective

Critical incident
Paired comparison
Essay method

Management by objectives (MBO)—It is a goal-oriented performance appraisal method, requires that supervisors and employees determine objectives for employees to meet during the rating period, and the employees appraise how well they have achieved their objectives

Question No: 8 (Marks: 1) - Please choose one
Term used to refer the potential employees available for work within the geographic area from which employees are recruited is:

Labor market

Employment market
Employee market
Job market

b. The labor market as a determinant of financial compensation:

Potential employees located within the geographical area from which employees are recruited comprise the *labor market*.

Question No: 9 (Marks: 1) - Please choose one
People can be more productive while working in:

Isolation

Groups

Crowd
None of the given options

Question No: 10 (Marks: 1) - Please choose one
The number of people hired for a particular job compared to the number of individuals in the applicant pool is often expressed as:

Application ratio
Recruitment ratio

Selection ratio

Employment ratio

Applicant Pool

The number of applicants for a particular job can also affect the selection process. The process can be truly selective only if there are several qualified applicants for a particular position. The number of people hired for a particular job compared to the individuals in the applicant pool is often expressed as a **selection ratio**

Question No: 11 (Marks: 1) - Please choose one
Decision regarding the delivery medium for training is made prior to which of the following step?

Evaluating the training program

Designing the contents of training to be delivered

Identifying whether the training is required or not

Conducting need assessment to identify issues

A step-by-step process will allow effective and efficient training which takes into account:

1. the training requirement,
2. the target audience,
3. and the practical constraints;
4. then making an overall strategy,
5. and deciding on the methods,
6. and only then deciding on the medium

Question No: 12 (Marks: 1) - Please choose one

The framework of providing learning and experience to the employees in a definite time period to improve their job performance and growth, is referred to which of the following?

HRD (Human Resource Development)

HRP (Human Resource Planning)

HRIS (Human Resource Information System)

SHRM (Strategic Human Resource Management)

HRD has been defined as an organized learning experience, conducted in a definite time period, to increase the possibility of improving job performance and growth.

Training is the part of HRD that deals with the designing programs that permit learners to acquire knowledge and skills needed for their present jobs.

Question No: 13 (Marks: 1) - Please choose one

Which of the following term is used to represent the shift in job position without any change in salary or grade?

Promotion

Transfer

Demotion

Resignation

Question No: 14 (Marks: 1) - Please choose one

The lifelong series of activities that contribute to a person's career exploration, establishment, success, and fulfillment is called:

Organizational development

Career management

Career development

Career planning

Reference

Question No: 15 (Marks: 1) - Please choose one

Anum is working with a coach to identify her personal skills and interests. Then she plans to get information about opportunities that fit her skills and interests and set career goals for what she seeks to accomplish. Anum is said to be indulged in:

Career management

Career development

Career planning

Career allocation

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Question No: 16 (Marks: 1) - Please choose one
Which of the following is a part of organization's role in the career development of an employee?

Communicating the mission, policies and procedures

Providing timely performance feedback

Participating in career development discussions

Seeking out career information

Reference

Question No: 17 (Marks: 1) - Please choose one

As a CEO of a pharmaceutical firm, what could be your foremost preference while offering benefits to employees?

Shorter working hours

Child care centers

Medical allowances

Transportation facilities

Question No: 18 (Marks: 1) - Please choose one

Which incentive plan focuses on co-operation between managers and employees through sharing their problems, goals and ideas?

Improshare plan

Scanlon plan

Profit-sharing plan

Stock ownership plan

• **Scanlon Plan:** An organization wide incentive program focusing on co-operation between manager and employee through sharing problems, goals and ideas. •

Improshare: A special type of incentive plan using a specific mathematic formula for determining employee bonus.

Question No: 19 (Marks: 1) - Please choose one

'Organizational politics' leads to which of the following?

Employee anxiety

Employee interrelationship

Efficient production

Job satisfaction

Reference

Question No: 20 (Marks: 1) - Please choose one

Interdepartmental communication by people at different levels is known as:

Diagonal communication

Horizontal communication

Upward communication

Downward communication

Diagonal Communication

Less common; this involves interdepartmental communication by people at different levels. A good example would be a project team drawn from different grades and departments.

Question No: 21 (Marks: 1) - Please choose one

Mr. Ali is perceived to be the best counselor among all of his followers. Thus, what kind of a leader Ali is?

Influential
Self-confident
Charismatic

Knowledgeable

Question No: 22 (Marks: 1) - Please choose one

If the time between violation & the respective penalty implementation lengthens, the impact of the disciplinary action will:

Be exceeded
Remain the same
Become invisible

Be reduced

Question No: 23 (Marks: 1) - Please choose one

Which of the following can be an alternative decision to employee termination?

Demotion

Retirement
Resignation
Lay-off

Lay off itself is equal to termination., So correction option is demotion.

Question No: 24 (Marks: 1) - Please choose one

Paperless organizations are the organizations which are:

Using computer terminal only
Maintaining manual filling systems only

Shifting from manual to computerized databases

None of the given options

Question No: 25 (Marks: 1) - Please choose one

'Nirala Sweets' has recently opened one of its outlets in London. This move has classified Nirala Sweets as a/an:

Domestic organization
International organization

Multinational organization

Transnational organization

Multinational Corporation (MNC)—A firm that is based in one country (the parent or home country) and produces goods or provides services in one or more foreign countries (host countries).

Question No: 26 (Marks: 1) - Please choose one

Which of the following does not play any significant role in avoiding workplace accidents?

Maintenance of equipments

Rewards attached with safety measures

Safety trainings to employees
Increased employee empowerment

Question No: 27 (Marks: 1) - Please choose one

Which of the following relatively tends to earn the highest total compensation from the parent company?

Local country nationals
Host country nationals

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Third country nationals

Expatriates

Question No: 28 (Marks: 1) - Please choose one

Which one of the following is not a function of HRM department which helps in training and development program?

Provide employee orientation training

Contribute to management development programs

Monetary satisfaction

Provide training and development.

Question No: 29 (Marks: 1) - Please choose one

When an employee progresses vertically upward in the organization from one specific job to the next that is known as;

Traditional Career Path

Network Career Path

Lateral Skill Path

Dual-Career Path

Traditional Career Path—An employee progresses vertically upward in the organization from one specific job to the next.

Question No: 30 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

Working conditions

Promotion opportunities

Salary

Interesting work

Because salary is extrinsic reward.

Question No: 31 (Marks: 1) - Please choose one

Which of the following is not included in intrinsic rewards?

Interesting work

Promotion opportunities

Paid vacations

Working conditions

Intrinsic rewards are non-financial rewards and vice versa.

Question No: 32 (Marks: 1) - Please choose one

Which of the following situation is a most appropriate to solve problem?

Win/lose

Lose/lose

Win/win

All are appropriate

Question No: 33 (Marks: 1) - Please choose one

Collective-bargaining process can't be completed with out negotiations. What do management and union ensure?

That conflict is contained within manageable boundaries

Agreement between all parties should not be involved

That conflict is always resolved by force

It achieves a set of lasting agreements

Question No: 34 (Marks: 1) - Please choose one

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“Forces acting on/within person that cause specific goal directed behavior” is the definition of;

Motivation

Stimuli

Resentment

Conation

Motivation represents the forces acting on or within a person that cause the person to behave in a specific, goal-directed.

Question No: 35 (Marks: 1) - Please choose one

Omer is a member of a team that makes recommendations for others to implement. Omer is a member of which of the following team?

Work team

Virtual team

Problem solving team

Self managed team

Question No: 36 (Marks: 1) - Please choose one

All of the following can be the action of management when firms are faced with the shortage of workers. EXCEPT

Creative recruiting

Employee referrals

Job fairs

Layoffs

Lay-offs occur when there is excessive amount of workers than that of required amount.

Question No: 37 (Marks: 1) - Please choose one

Which of the following step comes first in the strategy process?

Determine desirable goals and/or strategies

Assess current situation and current strategy

Search for and select suitable courses of action

Implement changes

Question No: 38 (Marks: 1) - Please choose one

Last week, Saba won a cash prize of Rs 25 million in a prize bond draw. She quit her job on Monday. According to motivation theory what can be the reason?

Saba's individual needs changed

Saba's individual interests changed

Organizational preferences changed

Organizational needs were realigned

Question No: 39 (Marks: 1) - Please choose one

Symptoms of talking too fast or loud or being aggressive and critical are _____ symptoms.

Personal

Physiological

Behavioral

Psychological

Question No: 40 (Marks: 1) - Please choose one

Which of the following substitute(s) for leadership make a leader unnecessary?

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When task is clear and routine

When followers are experts and self-leaders

When organizational rules and policies are well defined and fully practiced

All of the given options

Question No: 41 (Marks: 1) - Please choose one

All of the following organizational characteristics can be substitutes for leadership EXCEPT

Clear formalized tasks

Mechanistic rules and procedures

Unified work groups

Mentor relationships

All of the given options

Reference

Question No: 42 (Marks: 1) - Please choose one

Which of the following dimension of trust is characterized by reliability, predictability, and good judgment in handling situations?

Uniformity

Consistency

Competence

Integrity

Reference

Question No: 43 (Marks: 1) - Please choose one

Which of the following dimension of trust is identified by exhibiting characteristics of willingness to protect and save face for a person?

Uniformity

Consistency

Competence

Loyalty

Reference

Question No: 44 (Marks: 1) - Please choose one

_____ are importers and exporters, they have no investment outside of their home country.

International companies

Multinational companies

Global companies

Transnational companies

Question No: 45 (Marks: 1) - Please choose one

_____ are importers and exporters, they have no investment outside of their home country.

International companies

Multinational companies

Global companies

Transnational companies

Question No: 46 (Marks: 1) - Please choose one

Which of the following is correctly describing difference between resignation and termination?

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Resignation is a severe disciplinary action imposing on an employee by a company.
Termination is a personal decision of an employee.

In case of resignation employee decides to leave the organization and in case of termination employer decides to break the contract of employment

In case of resignation employer decides to break the contract of employment and in case of termination employee decides to leave the organization

None of the given option

Question No: 47 (Marks: 1) - Please choose one

Suppose there are two executives who have no disagreement on the goals and contents of work, but disagree on how the group's work should be accomplished. The type of conflict experienced by them is called:

Task conflict

Relationship conflict

Process conflict

Traditional conflict

Types of Conflict

- Task conflict: Conflicts over content and goals of the work
- Relationship conflict: Conflict based on interpersonal relationships
- Process conflict: Conflict over how work get done

Question No: 48 (Marks: 1) - Please choose one

Under which of the following category union can bargain with the management on appointing a particular person as union leader?

Mandatory bargaining issue

Permissive bargaining issue

Prohibited bargaining issue

Obligatory bargaining issue

Question No: 49 (Marks: 3)

Explain any two types of organizational conflict with example.

- **Task conflict: Conflicts** over content and goals of the work
- **Relationship conflict:** Conflict based on interpersonal relationships

Question No: 50 (Marks: 3)

What is the main point of difference regarding leadership between the two schools of thoughts i.e. trait and behavioral?

Question No: 51 (Marks: 5)

Is it necessary for a leader to be best performer among all?

Question No: 52 (Marks: 5)

Explain the measures that can be taken to enhance the effectiveness of organizational discipline.

Question No: 53 (Marks: 5)

What is Burnout? How organizational policies and unrealistic goals can cause Burnout among the employees.

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